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Services Output Specification:

~~Generic Facilities Management (FM) Brief~~

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Services Output Specification

~~Generic Facilities Management Brief~~

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Introduction

This document is ~~the Generic Facilities Management (FM) Brief which, together with any School-specific Brief (if any are required), forms~~ the Services Output Specification (SOS). The SOS will become Part 2 of Schedule 1 (Authority's Requirements) of the Project Agreement and will set out the requirements and standards to which the Contractor shall deliver the Services.

The objective of the ~~Services Output Specification~~SOS is to provide sufficient information for the Contractor to provide value-for-money solutions appropriate for the operation of the School. The Contractor's solution to satisfying requirements of the SOS will be contained in Schedule 2 (~~Contractors~~Contractor's Proposals) ~~of~~to the Project Agreement.

General structure and Layout

This document sets out the Authority's Facilities Management requirements and objectives to inform the Contractor in preparation of the Contractor's ~~Proposal~~Proposals. It also provides explanatory detail on how this ~~Services Output Specification~~SOS should be read and the ultimate contractual status of each part of this ~~Services Output Specification~~SOS. If there are any specific requirements for any School in the Batch, these will be set out in a School-specific Brief. However, due to the nature of ~~the~~the Services, these are likely to be used only in exceptional circumstances.

HM Treasury's Standardisation of PF2 Contracts (SOPC) contains a number of measures to improve the flexibility of PF2 projects (see SOPC clause 1.6, and section 7) whilst the PSBP Project Agreement and SOS has adopted the majority of these, there are some – particularly the provision of minor maintenance that are less appropriate for the batch nature of the PSBP programme and as a result have not been adopted. As a result the SOPC approach to "Authority Maintenance Obligations" is largely covered by the PSBP approach to Soft Services outlined within this SOS.

1. Definitions and Status of this document:

1.1. Definitions

~~1.1. — The following terms~~Unless expressly defined otherwise within this document any defined terms expressed in this document shall have the same meaning given below. Any other defined terms in this Schedule shall have the meaning given in as given in clause 1 of the Project Agreement and/or the FOSFacilities Output Specification (FOS) and/or the Payment Mechanism (Schedule 6). This paragraph identifies and explains the defined terms and acronyms used throughout this document:

Access to Work Protocol means the process by which the School grants access to the Contractor to perform the Services;

Asset Lifecycle Replacement ~~—means~~ the ~~planned~~planned maintenance which involves the replacement and or renewal of elements of plant or ~~building~~buildings that have reached the end of their economic working life;

Building Control Management: ~~Systems~~ means the systems and procedures employed to aid Building security, Fire safety, Health & Safety, and [Building Controls and Energy Management Systems (EMS)];

Building Services means gas and water services, heating, ventilation, air conditioning and electrical plant and installations including pipework, ductwork and cabling;

Building Users' Guide is a simple to use non-technical guide that introduces School ~~users~~ Users to how their building operates and how the local room controls work-;

Contract Manager: ~~The~~ means the person or persons appointed by the Authority that have overall responsibility for the management of the contract on a day to day basis;

Consistent Financial Reporting (CFR)¹ - standardises, simplifies and streamlines the reporting of School finances in all ~~local authority (LA)~~ maintained Schools in England. CFR increases the level of accountability of School managers whilst prompting Schools to become more self-managing. Access to benchmarked data allows School managers to make better-informed decisions when deciding annual budgets², thus improving overall efficiency year on year. A CFR return is required from all publicly funded Schools at the end of each financial year-;

Core Energy Hours shall have the meaning given to it in the Payment Mechanism.

Final Baseline Energy Model ~~is~~ means the model of that name included within the Contractor's Proposals ~~which sets out the predicted energy consumption of the School in the form of a predicted DEC rating for the School. It will allocate to the various sub-meters to be installed in the School the anticipated energy usage values. The values attributed to each meter will form part of the Payment Mechanism and will provide the initial estimate of energy and utility costs for the Initial Period.~~;

~~The Final Baseline Energy Model will include an energy analysis of all of the equipment to be installed, based on predictions and equipment surveys. Following the Services Availability Date the Contractor shall use the Final Baseline Energy Model. Once it has been demonstrated that the Initial Baseline Model meets or better the theoretical energy performance required, the Initial Baseline Model will be adjusted to reflect: final design specifications; the actual School and Site particulars (including weather files for the actual location, actual loads of legacy and new equipment and School use patterns) to produce the Final Baseline Energy Model. This model is used by the Contractor to predict the Target Building Load during Core Energy Hours $T_{\text{building, CEH}}$ which is used to calculate the Contractor's share of the energy payments by comparison with the Actual Building Load during Core Energy Hours. It will also be used to predict the energy consumption and carbon emissions of the School in the form of a predicted DEC Display Energy Certificate (DEC) rating for the school. This predicted DEC shall be exported to the Carbon Buzz website. TM22-2012 may be used to do this. School. The Contractor shall aim for the School's DEC this rating to be at least a C equivalent or better than a DEC Rating. However, the use of Legacy equipment may mean that initially of C. Where this is not possible. In this case, for example due to the use of inefficient Legacy equipment, the Contractor should identify means to achieve the C equivalent of a C Rating in future by implementation of efficiency measures, for example by the procurement of ICT or catering equipment with improved energy efficiency. The IPMVP is capable of measurement and verification of such future savings which~~

¹ Consistent Financial Reporting (England) Regulations 2003 (SI 2003 No. 373) is a statutory instrument that came into force on 1 April 2003.

² [DfE School Benchmarking website](http://www.education.gov.uk/schools/adminandfinance/financialmanagement/a0014737/financial-benchmarking)

<http://www.education.gov.uk/schools/adminandfinance/financialmanagement/a0014737/financial-benchmarking>

~~with the agreement of the Authority may be the basis of payments for the Energy Conservation Measures (ECMs) from the energy savings reported. procuring replacement equipment (where it is the Contractor's responsibility to supply) or recommending replacement items to the School to improve energy efficiency.³~~

~~The Contractor shares the volume risk on the Actual Building Load during Core Energy Hours. A_{building, ECH} which comprises the energy end uses listed in FOS paragraph 2.9.10.10. The Authority/School shares this risk and also takes the full volume risk on the other energy end uses listed under End User Loads in FOS paragraph 2.9.10.11.~~

~~The Final Baseline Energy Model will allocate to the various meters to be installed in the building the anticipated energy usage values. This model and the energy consumption values attributed to each meter relevant to the Building Load, during Core Energy Hours will form part of the Payment Mechanism at Financial Close.~~

Helpdesk means a building management facility that is able to record, action, track and process requests for assistance, provision of services, shortfalls in service performance or building faults or maintenance and repairs. ~~It~~ This is an important a key communication link between the Contractor and the School, ~~ensuring that personnel are kept informed of progress. to inform and enhance the relationship between all the parties;~~

Initial Baseline Energy Model is produced at IPDSB stage and uses ~~assumed a set of~~ default input data parameters covering, weather, ~~orientation,~~ standard equipment profiles and use patterns (as recorded in the TM22 energy analyses produced by EFA for a model Primary School and a model Secondary School design). This set of input data parameters is provided by the Authority in the EFA Energy input parameters and modelling guide 2013. The Contractor will input its design specifications together with the default input data parameters to demonstrate ~~they that~~ it can meet or better the maximum energy consumption targets given in this SOS as set out in paragraph 2.9.10.4 and 2.9.10.13 of the FOS. This is a whole ~~building~~ model using the design standards set out in the FOS.

~~The Contractor's Initial Baseline Energy Model shall demonstrate that the design of the Building is capable of meeting or improving upon the following energy consumption standards: a total fossil fuel energy consumption of less than 60 kWh/m²; a total electricity consumption of less than 50 kWh/m²; a total electricity consumption in the case of an all electric School of less than 90 kWh/m².~~

~~The Initial Baseline Energy Model will include the results from design stage modelling and/or simulation of energy performance. The Contractor shall keep these design stage models and use them to calibrate the Final Baseline Energy Model to produce the In-Use Energy Model of the actual energy performance of the School. They must also be made available to the Authority in the event that the Contractor cannot calibrate the Final Baseline Energy Model to produce an In-Use Energy Model that predicts the actual energy performance to the satisfaction of the School/Authority.~~

~~The Initial Baseline Energy Model must include the predicted energy end use breakdown and the Contractor must show how this is related to the sub-metering and monitoring of energy end use~~

~~consumptions and making allowable adjustments to the annual consumption figures in accordance with IPMVP.~~

In-Use Energy Model ~~is~~means the Model that the Contractor shall prepare pursuant to the provisions of paragraph ~~2.8.4.2.9.9 of the FOS.~~ It is the calibrated Final Baseline Energy Model which takes into account allowable adjustments, such as weather, occupancy and hours of use. Calibration and allowable adjustments (as agreed with the Authority/School) shall be in accordance with the ~~International Measurement and Verification Protocol (IPMVP), Volume I, 2012 Edition³, for measuring and reporting on energy and water consumption. The Contractor shall report on the actual energy consumption as compared with the predicted consumption in the In-Use Energy Model.~~requirements of paragraph 2.9.9 of the FOS:

Interface Services ~~The~~means the services provided by the Contractor to ensure the integration of the Services and the Soft Services and the management of communications between the Building Contractor, Professional Team, FM Contractor, the School and other stakeholders to ensure an integrated Services solution for the Schools. This service extends for the ~~duration of the Agreement~~Contract Period in that the Contractor shall remain responsible for ~~managing~~assisting in the management of the interface between those Services provided by the Contractor and the Soft Services provided by the School. This will include, but is not limited to, ~~Training~~training, Soft Landings, re-commissioning after 3 months, and ICT interface.~~The Contractor shall develop a Soft Services Interface Protocol which will define the interface responsibilities of each party. Contractor.~~

Key Performance Indicators (KPIs) ~~—~~are the key performance requirements for the Services as set out at Appendix A

Performance in Use (PIU) Targets ~~—~~Aremeans the targets set out at Annex 1 to which the Building is required to perform;-

Post Occupancy Evaluation (POE) ~~—~~means the evaluation of the School buildings and grounds ~~monitors~~monitoring both quantitative measures i.e. the technical criteria covered in the (PIU) Targets and the satisfaction of the School Users ~~satisfaction~~through User Satisfaction Surveys and Building Performance Evaluation to the functional performance criteria⁴. The POE is used to assess the technical and functional performance of the School and includes users satisfaction; environmental comfort of users in both winter and summer; functionality of learning and non-learning spaces. It is used as part of ~~the Continuous Improvement Plan~~continuous improvement along with the assessment of the PIU Targets and energy monitoring;

Performance Standards are the key performance standards for the Services as set out at Appendix A;

Programmed Maintenance means Routine Maintenance and Asset Lifecycle Replacement.;

³~~The International Performance and Measurement Protocol is published by the Efficiency Valuation Organization and is freely available from www.evo-world.org. See IPMVP Volume III Part I for examples of some current applications of IPMVP to new build construction projects.~~

⁴ The technical performance review includes energy, carbon and water use assessment against benchmarks; the environmental comfort of the users, including ventilation, heating, lighting and acoustics. The functional performance includes user satisfaction questionnaires and building walk-through. The evaluation is to form part of the on-going reporting process and includes actions in response to the POE.

Reactive Maintenance – ~~Maintenance~~ means maintenance that is not Programmed Maintenance but is required as a result of system or component failure, to bring it back to working order~~:-~~;

Routine Maintenance – means maintenance works of a routine nature to be carried out to both Building equipment and fabric with annual costs being realistically estimated and forecast. Such maintenance is carried out annually, biannually, or at industry standard/manufacturers' recommended intervals in order to keep the building and its equipment in good working order and to avoid equipment or technical systems failures, and to ensure compliance with health and safety legislation~~:-~~;

School Management Team (SMT) ~~comprises~~ means the Head teacher, the School business manager and/or any other person designated by the School as having overall responsibility for the management of the School and its Building;

School Premises Team - The staff and governors who have responsibility for maintenance of the School premises. This includes the caretaking staff and the School business Manager or other member of the School Management Team who has responsibility for School premises issues on a day to day basis, including health and safety and fire safety;

School User(s) means any person who works in, attends or uses the School or grounds;

Services means provision of hard facilities management to the Building and Grounds at each School including provision of Programmed Maintenance, Asset Lifecycle Replacement and Reactive Maintenance, Helpdesk, Interface Services, Performance Monitoring and Reporting and the activities more particularly described in paragraph 1.8.1.1;

Service Delivery Proposals (SDPs): ~~The SDPs will form~~ means part of the ~~Contractors' Contractor's~~ Proposals ~~setting that set~~ out the Contractor's solution ~~to~~ for providing the Services in accordance with the requirements of this SOS;

~~**Soft Landings:** a graduated handover of the School building from design construction and through operation with an extended period of 36 months aftercare.~~

Soft Landings: The Framework ~~is~~ for the provision of soft landings, as published by BSRIA ~~and specifies. It aims to ensure~~ that operational outcomes align with ~~the design intentions. It sets out the responsibilities of the Authority, School and Contractor and highlights the connected responsibilities across the Agreement⁵.~~ design intentions. The process runs from design through construction to operation and is detailed in paragraph 2.12 of the FOS;⁵

Soft Services means Grounds Maintenance ~~Management Service~~; Caretaking and Portering ~~Management Service~~; Cleaning, Resource and Waste ~~Efficiency~~ Management, and Pest Control ~~Management Service~~; Catering ~~Management Service~~; Health and Safety ~~Management~~; Fire Safety Management ~~And~~ and Security; ~~Energy and water management and Operational support to Buildings Control~~ and Management of the Soft Services.

1.2. Status of this document

⁵ ~~Published by BSRIA and co-authored by BSRIA and the Usable Buildings Trust~~

⁵ Nb. The Soft Landings requirements in this Agreement are subject to review to ensure consistency with the principles of the recently published Government Soft Landings document

Design guidance is included in the Facilities Output Specification. Where any incidental design guidance is included in this ~~Services Output Specification~~SOS in the event of any contradiction in relation to design, the Facilities Output Specification will take precedence.

1.3. Services Specification

The Contractor shall provide the ~~following Services:~~ Services in order to comply with the requirements of this SOS and this Agreement.

~~1.3.1. General Facilities Management Services including:~~

~~1.3.1.1. Helpdesk;~~

~~1.3.1.2. Statutory Testing;~~

~~1.3.1.3. Performance monitoring and reporting;~~

~~1.3.1.4. Interface Services;~~

~~1.3.2. Building and Grounds Asset Management Service;~~

~~1.3.3. Energy and Utility Supply and Management Service;~~

~~1.3.4. FF&E Management Services.~~

1.4. School Responsibilities

~~1.4.1.~~ For the avoidance of doubt each School will be responsible for providing its own Soft Services and ICT ~~Management Services~~ services.

1.5. Compliance

~~1.5.1.~~ The Contractor shall deliver the Services in accordance with the requirements of this SOS. The Contractor shall ensure that the Services meet all relevant statutory requirements, are compliant with Health and Safety Regulations, all Legislation and local and national policies. All Buildings and spaces within Buildings shall be maintained in a fit for purpose state of readiness. The Contractor shall prepare Service Delivery Proposals that meet the requirements of this SOS and put contingency solutions in place to avoid Unavailability and Service Failures.

1.6. Overarching Requirements

1.6.1. The Contractor shall deliver ~~quality~~ the Services as required pursuant to this Agreement for the Schools from the Services Availability Date until the end of the Contract Period.

1.6.2. The Contractor shall ensure that the Services solution is efficient, sustainable, capable of being effectively monitored and measured (in accordance with the requirements of this SOS) ~~and drives continuous improvement for each School in the batch.~~

1.6.3. The Contractor shall deliver the Services in accordance with Legislation, relevant guidance and Good Industry Practice.

1.6.4. The Contractor shall prepare Service Delivery Proposals for each of the Services that comply with the requirements of this SOS detailing how the Services will be ramped up and delivered at each School.

1.6.5. The Contractor shall ensure that the Services are carried out using proper materials of suitable and sufficient quality (of relevant British Standard or equivalent) and not using any deleterious materials.

1.6.6. The Contractor shall adopt a continuous improvement approach to the provision of all Services and work with the Authority to identify opportunities for improving the performance, efficiency and effectiveness of the Schools and the Services. The Contractor shall carry out Contract Efficiency Reviews in accordance with the Clause 39. These shall be in addition to the regular [Monthly] and Annual Contract Reviews and shall include summary data from the Annual Review Reports.

1.7. Management and Resourcing of the Services

~~1.6.5.~~ The Contractor shall resource the Services with suitable personnel with the relevant skills to deliver each Service, in accordance with this Output Specification. The Contractor shall provide a resource ~~organagram~~ organogram, clearly setting out the management hierarchy and organisation of the Service provision (using both on site and remote resources (as applicable) with relevant personnel identified (including roles and responsibilities) and shall update such organogram during the Contract Period at the request of the Authority and/or a School.

1.8. Service Delivery Proposals

1.8.1. ~~1.6.6. The~~ Without prejudice to paragraph 1.8.2 below, the Contractor shall prepare Service Delivery Proposals which shall include as a minimum the approach ~~to~~ and proposed methodology for the provision and delivery of the Services comprising:

1.8.1.1. Helpdesk;

1.8.1.2. Quality Assurance and continuous improvement (as required by this SOS and clause 39 of this Agreement);

1.8.1.3. ~~1.6.6.1.~~ Health and Safety Management (KPI M2) including Fire Safety Management;

1.8.1.4. Environmental Management;

1.8.1.5. Performance monitoring and reporting;

1.8.1.6. Interface Services;

~~1.6.6.2.~~ Statutory Testing (KPI M3)

1.8.1.7. Asset Maintenance Service including;

~~1.6.6.3. Buildings and Asset Maintenance (KPI B1)~~

1.8.1.7.1. Maintenance and Statutory Testing;

1.8.1.7.2. FF&E Management Services including procedures for audit, storage and deployment of FF& E; and

1.8.1.7.3. Indoor environmental conditions: To include the scope and services objectives to sustain PIU Targets as set out at Annex 1 and monitored through the Performance Standards.

1.8.1.8. ~~1.6.6.4. Energy and Utilities Management (KPI E1)~~ Supply and Management Service including Energy and Water Efficiency.

~~1.6.6.5. Energy Efficiency (KPI E2)~~

~~1.6.6.6. Water Efficiency (KPI E6)~~

~~1.6.6.7. Fire Safety Management (KPI B13)~~

~~1.6.6.8. Maintenance Materials and Waste Efficiency (KPI B15)~~

1.8.2. The Service Delivery Proposals shall include the approach and proposed methodology for meeting each of the Service requirements set out in this SOS.

1.8.3. ~~1.6.7. The Contractor shall prepare's~~ Service Delivery Proposals ~~for each Service to meet the requirements of this SOS and they~~ shall include details of:

1.8.3.1. ~~1.6.7.1. Overall management structure, both for the project overall and the individual School, detailing organisation charts, management roles, responsibilities and reporting structures;~~

1.8.3.2. ~~1.6.7.2. Job descriptions;~~

~~1.6.7.3. Levels of decision making processes at Authority level and School level;~~

~~1.6.7.4. Where budget responsibilities lie;~~

1.8.3.3. ~~1.6.7.5. Numbers of staff required to deliver the Services;~~

1.8.3.4. ~~1.6.7.6. Regular working hours and availability of managers and employees;~~

1.8.3.5. ~~1.6.7.7. Training of all stakeholders;~~

1.8.3.6. ~~1.6.7.8. Details as to which Services will be carried out in-house and which will be subcontracted with details of sub-contractors;~~

1.8.3.7. ~~1.6.7.9. Contract monitoring procedures;~~

1.8.3.8. ~~1.6.7.10. Management of sub-contractors;~~

1.8.3.9. ~~1.6.7.11. Helpdesk and overall management procedures;~~

1.8.3.10. ~~1.6.7.12. Management information systems and report production~~

- 1.8.3.11. ~~1.6.7.13.~~ Self-monitoring procedures;
- 1.8.3.12. ~~1.6.7.14.~~ Meeting details including level of attendees;
- 1.8.3.13. ~~1.6.7.15.~~ ~~Customer~~User satisfaction and complaints procedures;
- 1.8.3.14. ~~1.6.7.16.~~ Quality Assurance Procedures; and
- 1.8.3.15. ~~1.6.7.17.~~ Inspections including condition surveys and records;
- ~~1.6.7.18.~~ ~~Procedures for audit, storage and deployment of FF& E.~~

1.8.4.~~1.6.8.~~ The Service Delivery ~~Proposal~~Proposals shall set out ~~the proposed methodology for the provision and delivery of the following:~~

~~1.6.8.1.~~ ~~The scope and Services objectives to sustain PIU Targets as set out at Annex 1 and monitored through the KPIs;~~

1.8.4.1. ~~1.6.8.2.~~ ~~The scope and Services objectives to achieve~~the proposals for delivering the full range of maintenance requirements including Routine Maintenance, Asset Lifecycle Replacement, Statutory Testing and Reactive Maintenance. Details to include ~~reactive~~flow charts for Reactive Maintenance both general and as a result of vandalism ~~maintenance, variation procedures and~~, Change and any requests for additional work ~~requests.~~; and

1.8.4.2. ~~1.6.8.3.~~ ~~A mechanism~~mechanisms for communicating specific plans and operational ~~structure~~structures, with clear responsibilities, accountability and effective exchange of data between multiple parties (Contract Manager, design team, Contractor, School Premises Team, School Users, SMT and governance).

1.9. Contractor's Staff and Training and Development

1.9.1.~~1.6.9.~~ In respect of Contractor's staff and training and development issues the Contractor shall:

- 1.9.1.1. ~~1.6.9.1.~~ Maintain appropriate records;
- 1.9.1.2. ~~1.6.9.2.~~ Liaise with and report to the School and Authority;
- 1.9.1.3. ~~1.6.9.3.~~ Carry out all necessary safety and security checks; and
- 1.9.1.4. ~~1.6.9.4.~~ Instigate up to date and appropriate training courses and development opportunities including where required by Legislation; ;

1.9.2.~~1.6.9.5.~~ In keeping with the current statutory guidance for Schools, all staff who have the opportunity for contact with children on a regular and unsupervised basis must demonstrate that they are not barred from such work by the Disclosure and Barring

Service. The Contractor must confirm that all staff are not barred by use of an enhanced level Disclosure and Barring check, which will also reveal any relevant spent or unspent cautions or convictions. For immigrant workers the Contractor must also obtain a certificate of good conduct from the Country of origin. (<http://www.fco.gov.uk/en/about-us/what-we-do/services-we-deliver/legal-services/local-document-search/010-certificate-of-good-conduct/>). The cost of obtaining clearances shall remain with the Contractor.

1.9.3 ~~1.6.9.6~~ In the event that the Contractor brings personnel to site and the Contractor has been unable to demonstrate that they are not barred from such work by the Independent Safeguarding Authority. ~~Such~~ The Contractor shall ensure that such personnel are to be accompanied and supervised at all times by an individual who has the appropriate level of clearance.

1.9.4 ~~1.6.10~~ The Contractor shall participate in School induction programmes as agreed with the nominated School's representative(s). Programmes will be reviewed and agreed every 12 months.

1.9.5 ~~1.6.11~~ The Contractor shall maintain appropriate personal training records for every Contractor Related Party and for Contractor-trained School employees. Records for Contractor trained School employees shall be for School specific requirements identified in the Soft Services Interface Protocol.

1.9.6 ~~1.6.12~~ The Contractor shall develop, maintain and operate an appropriate induction programme for the Contractor Related Parties ~~an appropriate induction programme~~.

1.9.7 ~~1.6.13~~ In carrying out the duties described in this SOS, the Contractor shall ensure all Contractor Related Parties:

1.9.7.1 ~~1.6.13.1~~ are properly and presentably dressed in appropriate identifiable clothes and work wear (including protective clothing and footwear where required), with any uniform policies agreed with the Contract Manager;

1.9.7.2 ~~1.6.13.2~~ maintain an appropriate standard of personal hygiene commensurate with their allocated tasks while working in the ~~Facilities~~ School;

1.9.7.3 ~~1.6.13.3~~ comply with all School and Site rules and regulations such as non-smoking and safeguarding policies;

1.9.7.4 ~~1.6.13.4~~ behave in an appropriate manner at all times when on Site;

1.9.7.5 ~~1.6.13.5~~ have access to canteen and other School facilities at times and as agreed with the School; and

1.9.7.6 ~~1.6.13.6~~ If more than one substantiated complaint is made against any individual member of the Contractor's staff (including Help Desk operators) within each month, the Contractor shall investigate and action the complaint

to mitigate future reoccurrence and report the complaint and action taken to the Contract Manager.

1.9.8.1.6.14. The Contractor shall undertake all response requirements to complaints at its own cost.

1.9.9.1.6.15. The Contractor shall undertake the training identified in Appendix B.D.

1.9.10. The Contractor shall prepare the following plans to be incorporated into their Contractor's Proposals:

<u>Name of category</u>	<u>Plans</u>	<u>Cross reference to requirement in SOS (or as stated)</u>	<u>Performance Standard link</u>
<u>Quality Management</u>	<u>Quality Management Plan</u>	<u>1.11.1</u>	<u>PS20 and PS21</u>
	<u>Health and Safety (including water quality management)</u>	<u>1.12.1</u>	<u>PS16 and PS17</u>
	<u>Fire Safety Management</u>	<u>1.12.9</u>	<u>PS18 and PS19</u>
	<u>Environmental management</u>	<u>1.13.1</u>	<u>PS22 and PS23</u>
	<u>Energy and Utilities Management</u>	<u>1.11.6 and 2.2.6</u>	<u>PS47 (PS48)</u>
<u>Soft Landings, Interface and Contract Management</u>	<u>Handover and Mobilisation Plan</u>	<u>FOS [2.12.4.2.3]</u>	<u>NA (completion requirement)</u>
	<u>Access to Work Protocol</u>	<u>1.10</u>	<u>PS11</u>
	<u>Contingency Plan</u>	<u>2.2.3</u>	<u>PS14 and PS15</u>
	<u>Building Users' Guide</u>	<u>2.2.5</u>	<u>PS26</u>
	<u>Communications Plan</u>	<u>2.2.9</u>	<u>PS13</u>
	<u>Training Plans</u>	<u>1.9.7 and 2.4.2</u>	
	<u>POE and BPE</u>	<u>2.3.9 and 2.3.29</u>	<u>PS1</u>
	<u>Soft Services and School Training Plan</u>	<u>2.4.3</u>	<u>PS7</u>
	<u>Soft Services Interface Protocol</u>	<u>2.4.5 and 2.4.6</u>	<u>PS46</u>
<u>Maintenance and Lifecycle</u>	<u>Five Year Maintenance Plan</u>	<u>2.6.8.2 and Clauses 23 and 39</u>	<u>PS36</u>
	<u>Schedule of Programmed Maintenance (including Lifecycle Schedule and Lifecycle Profile)</u>	<u>2.6.8 and clause 23</u>	<u>PS37</u>
<u>Energy Efficiency (see also Quality Management)</u>	<u>Energy and Water Efficiency Plan</u>	<u>1.11.6 and 2.2.6</u>	<u>PS47 and PS48</u>

1.9.11. The Contractor, the Authority and the School shall review the Plans and identify the need for revisions to reflect performance, changes in occupancy and use patterns and the availability of new technologies and upgrades to improve component and system efficiency.

1.9.12. The Contractor shall update each of the plans in accordance with the frequency specified in this Agreement. Each updated plan shall be submitted for approval by the Authority's Representative and School not less than twenty (20) Business Days prior to the commencement of each Contract Year or in the case of the Five Year Maintenance Plan and Schedule of Programmed Maintenance (which include the Lifecycle Schedule and Lifecycle Profile) as specified in clauses 23 and 39.

1.10. Integration of the Services with School policies and operations

1.10.1. ~~1.6.16. The~~In developing the Services Delivery Proposals the Contractor shall ~~develop and implement fully integrated Service policies that mesh~~ensure that they integrate with both School, and (if relevant) Local Authority policies, concerning the following issues:

1.10.1.1. ~~Quality Assurance and continuous improvement (as required under clause 39 of this Contract (Efficiency Reviews));~~

1.10.1.2. ~~1.6.16.1. Health and Safety;~~

~~1.6.16.2. Quality Assurance;~~

~~1.6.16.3. Development of a Service Delivery Proposal.~~

1.10.1.3. ~~Fire Safety Management;~~

1.10.1.4. ~~Environmental Management; and~~

1.10.1.5. ~~Energy Management.~~

1.10.2. Co-operation with individual Schools

~~1.6.17. The Contractor shall:~~

~~1.6.17.1. provide Services that comply and conform to all relevant statutory legislation and industry practice requirements current and applicable at the time;~~

1.10.2.1. ~~1.6.17.2. Support SMT and School governing bodies with their statutory duties e.g. each governing body usually has a premises committee and the Contractor is expected to attend such meetings or prepare relevant reports unless deemed unnecessary by the SMT;~~

1.10.2.2. ~~1.6.17.3. Cooperate with and provide information for School or Authority-related inspections such as Ofsted inspections as far as these relate to the Services provided or are seen by the School and/or the Authority as contributing to raising standards;~~

1.10.2.3. ~~1.6.17.4.~~ consult with the Authority and the School regarding proposals for all new working practices, or working practices that have changed from those already agreed with the School, ~~wherever possible~~ before any such new or revised working practices are implemented; and

1.10.2.4. ~~1.6.17.5.~~ In connection with the provision of the Services, consult with the following parties where applicable regarding service delivery timings, School employee involvement (including ~~the providers of~~ Soft Services Providers) and local working practices:

1.10.2.4.1. ~~1.6.17.5.1.~~ School departments in undertaking or preparing for the delivery of any aspect of the services which may impact upon their delivery or upon the comfort and or well-being of School related parties;

1.10.2.4.2. ~~1.6.17.5.2.~~ Schools' Representatives including union Health and Safety Representatives;

1.10.2.4.3. ~~1.6.17.5.3.~~ Statutory bodies in respect of any aspect of the Services; and

1.10.2.4.4. ~~1.6.17.5.4.~~ Soft Services Providers via the School Representative/SMT or School Premises Team as specified by the School.

~~1.6.18.~~ The Contractor shall:

1.10.2.5. ~~1.6.18.1.~~ Discuss and agree the proposed Services (including how Contractor Related Parties will liaise with the Schools) with the Contract Manager and Schools' Representatives and seek agreement;

1.10.2.6. ~~1.6.18.2.~~ Provide all information on the performance of the Buildings as required by the Contract Manager;

1.10.2.7. ~~1.6.18.3.~~ Ensure that any reasonable requirements of the Schools are taken into account in the proposed Services;

1.10.2.8. ~~1.6.18.4.~~ Carry out building related risk assessments for and on behalf of and in consultation with the School as required by Legislation;

1.10.2.9. ~~1.6.18.5.~~ Ensure that the operations of the Schools can continue unhindered, but the extent of maintenance is at the discretion of the Contractor unless governed by statutory requirements;

1.10.2.10. ~~1.6.18.6.~~ Confirm the start and completion dates and hours of working in advance with the Schools for all Services and works;

1.10.2.11. ~~1.6.18.7.~~ Initiate and maintain ~~permit~~Access to ~~work~~Work systems in accordance with legislation and ~~good practice~~Good Industry Practice including hot work and asbestos work permits and agree an Access to Work

Protocol with the School. The Contractor shall develop a flowchart to illustrate how the Access to Work Protocol is to be carried out and implemented;

- 1.10.2.12. ~~1.6.18.8.~~ Maintain a safe environment for all School Users and their belongings during such Services or works;
- 1.10.2.13. ~~1.6.18.9.~~ Provide advice and instructions on the use of any new equipment and/or installation;
- 1.10.2.14. ~~1.6.18.10.~~ Provide advice on maintenance access equipment for use by School staff particularly for roof work and working at height where identified in the Soft Services Interface Protocol;
- 1.10.2.15. ~~1.6.18.11.~~ Liaise with SMT on access issues, such as restrictions to areas that may be out of use including agreeing a Permitan Access to Work Protocol ~~ete~~;
- 1.10.2.16. ~~1.6.18.12.~~ Maintain and make good any incidental damage ~~and vandalism~~ caused and remove all rubbish and clean up after completing tasks at the end of each day;
- 1.10.2.17. ~~1.6.18.13.~~ Carry out all ~~works~~ Works and Services in accordance with statutory requirements, insurance requirements, health and safety requirements, British Standards, manufacturers' instructions and otherwise in compliance with Good Industry Practice;
- 1.10.2.18. ~~1.6.18.14.~~ Undertake all Statutory Testing, e.g., Portable Appliance Testing (PAT) for both the Contractor's and the Schools' portable appliances, in accordance with, HSE and Statutory Authority guidance and all Legislation; and
- 1.10.2.19. ~~1.6.18.15.~~ Test and service all plant and equipment within the responsibility of the Contractor, as required by recognised industry best practice and Legislation.

1.11. Quality Management, Health and Safety, Energy Management and Environmental Management

1.11.1. The Contractor shall develop, maintain and implement a Quality Management Plan for the Services that shall meet the requirements of ISO 9001 and includes quality assurance and continuous improvement.

1.11.2. The Contractor shall achieve ISO 9001 accreditation within 18 months of Service Availability Date. ISO 9001 accreditation shall be maintained throughout the Contract Period and copies of certificates shall be provided to the Authority.

1.11.3. The Contractor shall produce with inputs from the School/Authority a documented process based on the following suite of standards that are integrated into the ISO 9001 quality management system.

1.11.4. The ISO standards listed at 1.11.6 below will be used as a framework to:

1.11.4.1. establish an agreed responsibility matrix at an appropriate level of detail reflecting the skill base of the School and its Soft Services providers; and

1.11.4.2. demonstrate best practice management systems are in place and are subject to a documented continuous improvement process.

1.11.5. The management and continuous improvement approach described shall be adopted for all Services and Soft Services.

1.11.6. The intention is that there shall be consistent documented processes in place across both the Services and the Soft Services; that are agreed with the School/Authority; recorded by the Contractor; and are based on the ISO Standards. The Plan should cover:

1.11.6.1. Energy and Utilities Management ref: ISO 50001;

1.11.6.2. Occupational Health and Safety BS OHSAS 18001:2007;

1.11.6.3. Fire Safety Management ref: RRO (Fire Services) 2005; and

1.11.6.4. Environmental Management ref ISO 14001 (including waste and water) and see paragraph 1.13.

1.12. Health & Safety

1.12.1. ~~1.6.19.~~ The Contractor shall ~~maintain and implement a Health and Safety Management Plan for the Services that meets the requirements of BS OHSAS 18001:2007 Occupational health and safety management systems: requirements.~~

1.12.2. The Contractor shall maintain the Health and Safety Management Plan throughout the Contract Period.

1.12.3. The Contractor's Health and Safety Management Plan shall contain the approach to:

1.12.3.1. providing the Services in a safe manner; and

1.12.3.2. co-ordinating health and safety policies and processes with the School/Authority.

1.12.4. The Contractor shall implement and maintain the Health and Safety Plan with the Authority and School to demonstrate compliance with all statutory, regulatory and relevant health and safety instruction affecting the management and operation of the

School, the scope and content of which is agreed with the Authority and the Schools and included within the Service Delivery Proposals. The plan shall integrate fully with all of the School's plans and procedures relating to HEALTH AND SAFETY.

1.12.5. ~~1.6.19.1. Have~~The Contractor shall have a duty of care to notify the School of any matters in relation to the Services which the Contractor considers a hazard;

1.12.6. ~~1.6.19.2. The Contractor shall~~ establish systems that acknowledge the receipt from the Authority, and dissemination to the SMT and all relevant Contractor Related Parties, all warnings and safety action bulletin notices published by the DfE or HSE and ensure appropriate action is taken and recorded centrally at the Contractor's expense;

1.12.7. ~~1.6.19.3. Produce~~The Contractor shall assist in the production of an initial Health and Safety Plan based on the HEALTH AND SAFETY File as required by CDM legislation ~~with the Authority and School and develop, implement and maintain the Health and Safety Plan with the School to demonstrate compliance with all statutory, regulatory and relevant health and safety instruction affecting the management and operation of the School, the scope and content of which is agreed with the Authority and the Schools and included within the Service Delivery Proposal. The plan shall integrate fully with all of the School's plans and procedures relating to H&S~~ and in accordance with the CDM ACOP 2007⁶.

~~1.6.19.4. — Ensure that the Health and Safety plan covers all life-cycled elements and a copy shall be handed to the Authority on completion of the work.~~

1.12.8. Hot and cold water services

The Contractor shall:

1.12.8.1. Produce a water quality policy document setting out the guidance and strategy for control of Legionella and maintenance of wholesome water quality that will be followed to protect employees and others who may be affected by its business operations against the risk of Legionella infection arising from plant, equipment, facilities, work or work-related activities. It shall include the framework of the procedures designed to achieve this aim, and set out the stages and objectives relevant at each stage. It shall specify the management, operational and specialist responsibilities and lay down a clear management and communication structure to ensure that it fails safe. For an example of a policy and associated standards that meet the majority of insurance requirements: see Worcestershire County Council arrangements for control of Legionella and maintenance of wholesome water quality in County Council buildings, available at <http://www.worcestershire.gov.uk/cms/community-and-living/property-services/useful-documents.aspx>. It will clearly set out which tasks are part of the School's day to day monitoring and maintenance to be included in Soft Services provided by the School and which maintenance tasks will be carried out by the Contractor;

1.12.8.2. Provide water service to outlet points of the correct type, sufficient rate and suitable temperature to meet the prescribed standards;

1.12.8.3. Supply mains water or tanked potable water direct to internal areas, including kitchens, staff/rest rooms, technology rooms, vending machines and medical rooms, as detailed in the FOS and ADS;

1.12.8.4. Provide water service to outlet points designed to operate in a safe condition appropriate to the process, function and specific areas being served; and

1.12.8.5. Provide water service to outlet points that comply with the Water Fittings Regulations BS6700 and BS6465 and are installed and commissioned in accordance with the provisions of the Health and Safety Commission Code of Practice for the Prevention and Control of Legionellosis and disinfected to comply with current standards.

1.12.9. Fire Safety Management

1.12.9.1. The Contractor shall develop and maintain a plan (the “Fire Safety Management Plan”), incorporating a fire and evacuation plan that shall include as a minimum:

1.12.9.1.1. Fire evacuation plans; and

1.12.9.1.2. Approach to fire safety including:

1.12.9.1.2.1. Maintenance and testing of alarms;

1.12.9.1.2.2. Roles and responsibilities;

1.12.9.1.2.3. Staff training and awareness;

1.12.9.1.2.4. Evacuation plan testing; and

1.12.9.1.2.5. Post implementation review process.

1.12.9.2. The Contractor shall coordinate the Fire Safety Management Plan with the Authority, the local Fire and Rescue Service, the emergency services, and utilities providers.

1.12.9.3. The Contractor shall provide an initial Fire Safety Management Plan before the Service Commencement and updated annually thereafter, or more frequently to reflect changes in the building design, use and occupancy.

1.13. Environmental Management Services

1.13.1. The Contractor shall develop, maintain and implement an Environmental Management Plan for the Services that shall meet the requirements of ISO 14001.

Quality assurance

⁶ Managing health and safety in construction, Construction (Design and Management) Regulations 2007, HSE Books

1.13.2. ~~1.6.20.~~The Contractor shall ~~obtain~~achieve ISO 14001 accreditation within ~~12~~18 months of the ~~Commencement Date a Quality Assurance System in accordance with ISO 9001 and maintain it through~~Service Availability Date. ISO 14001 accreditation shall be maintained throughout the Contract Period and copies of certificates shall be provided to the Authority.

1.13.3. The Contractor's Environmental Management Plan shall contain the approach to:

1.13.3.1. Providing the Services in a sustainable manner;

1.13.3.2. Minimising waste during maintenance and operation; and

1.13.3.3. Co-ordinating and recording sustainable and environmental policies with the Authority and the School.

1.13.4. Waste Management

1.13.4.1. To the extent related to the provision of the Services the Contractor shall be responsible, and carry out appropriate risk assessments including compliance with statutory requirements, for the safe disposal of effluent and hazardous waste including, but not limited to, sewage, surface water run-off, etc;

1.13.4.2. The Contractor shall advise the School on the reduction of sewage and surface water drainage charges;

1.13.4.3. The Contractor will record waste-arising from the School's activities in the Environmental Management Plan;

1.13.4.4. The Contractor shall include Maintenance Materials and Waste Efficiency in the Environmental Management Plan. The Contractor shall take into account DEFRA's Waste Hierarchy when undertaking all Programmed Maintenance and Reactive Maintenance.⁷

1.13.4.5. The Contractor shall ensure that waste information covers the level of waste materials segregation, and the destination of wastes – especially those of a hazardous nature such as Waste Electrical and Electronic Equipment (WEEE).

1.13.4.6. The Contractor and School shall work together to identify cost effective waste efficiency measures and to implement actions and investment and include agreed actions in the Environmental Management Plan.

1.13.4.7. The Contractor and the School shall agree annual targets for:

1.13.4.7.1. maintenance waste arisings; and

1.13.4.7.2. maintenance waste to landfill.

⁷ <http://www.defra.gov.uk/environment/waste/legislation/waste-hierarchy/>

1.13.4.8. The Contractor and School shall work together to identify cost effective measures to implement to increase the sustainability of products procured – for example moving to suppliers with accredited Environmental Management Systems or certified materials such as FSC woods.

~~1.6.21. The Contractor shall be committed to continuous improvement and shall implement systems to facilitate this objective.~~

1.13.4.9. The Contractor shall establish effective systems for data monitoring of materials procured and materials disposed of from maintenance will be established – especially where materials are disposed of on-site and managed through another contractor.

1.14. **Design Integration**

~~1.6.22.~~ The Contractor confirms that the Services provision is fully integrated across the Building design, space functionality and purpose, PIU Targets, lifecycle, material selection, ~~Government Construction Strategy requirements,~~ room fit out and layout requirements as specified in the FOS. The Contractor shall demonstrate this in the Services Delivery Proposals.

Building Fabric, Materials and Building Services

~~1.6.23. The Contractor shall select and specify the fabric, materials and Building Services for each School, to comply with the Authority's Requirements and the associated criteria for useability, manageability, ease of cleaning, maintenance and lifecycle replacement.~~

1.15. **Interface Services and Individual Schools**

~~1.6.24.~~ The Contractor shall support each individual School in the batch by providing the Interface Services. The Contractor shall work with the Authority and each School to tailor the Services to the specific needs of the School. See paragraph 2.4 - Interface Services.

1.16. **Soft Landings**

The Contractor shall comply with Soft Landings as required by the Facilities Output Specification and this SOS.

1.17. **Special Educational Needs (SEN) and Disabilities**

1.17.1. ~~1.6.25.~~ The Contractor shall ensure that the Services solution satisfies the requirements of the Equalities Act 2010. The Contractor, working in partnership with the School and the Authority, shall:

1.17.1.1. ~~1.6.25.1.~~ meet the General Equality Duty;

1.17.1.2. ~~1.6.25.2.~~ take account of any information published by the School, Local Authority or Authority under the Specific Equality Duties;

1.17.1.3. ~~1.6.25.3.~~ satisfy the duty to make reasonable adjustments and improvements for disabled people;

1.17.1.4. ~~1.6.25.4.~~ implement the School's Accessibility Plan and the Local Authority's Accessibility Plan.

1.18. **Specific SEN Services Requirements**

1.18.1. ~~1.6.26.~~ The Contractor shall:

1.18.1.1. ~~1.6.26.1.~~ provide for any specific requirements in relation to SEN at a particular School as required in the School-specific Brief and the ADS;

1.18.1.2. ~~1.6.26.2.~~ provide information when required or as appropriate to enable the School to be better informed of the accessibility features on site;

1.18.1.3. ~~1.6.26.3.~~ ~~In~~in Special Schools, agree a safe and efficient process for Pupils arriving and leaving by vehicle; and

1.18.1.4. ~~1.6.26.4.~~ ~~Assist~~assist the School in preparing Personal Emergency Egress Plans (PEEPs) for all individuals who cannot make their own way out of the ~~Building~~Buildings in the event of ~~Fire~~a fire.

Soft Landings

~~1.6.27. Using the principles of the Soft Landings Framework the Contractor shall provide the following:~~

~~1.6.27.1. Training to the School Users;~~

~~1.6.27.2. Optimisation of the Building's performance following the Services Availability Date;~~

~~1.6.27.3. After care for an extended period following the Services Availability Date to assist the School Users to optimise the performance, energy efficiency and occupant satisfaction within the School.~~

2. The Specific Services Requirements

2.1. Helpdesk

2.1.1. The Contractor shall provide a Helpdesk during the School Day to allow Schools to report building faults and ~~Service Requests~~requests for Services.

2.1.2. The Contractor shall make each School aware of the Helpdesk and shall provide comprehensive instructions to the School Premises Team as to how to report issues to the Helpdesk including the level of detail required and the categorisation of priority of request. The Contractor shall also provide a flowchart detailing the operation of the Helpdesk and call out facilities including how potential reactive issues are to be managed.

2.1.3.~~2.1.2.~~ The Contractor shall provide an emergency Helpdesk service outside the School Day for urgent issues requiring immediate action. A protocol for dealing with such urgent matters will be set out in the Soft Services Interface Protocol.

2.1.4.~~2.1.3.~~ The Contractor shall ensure that the Helpdesk responds to notices of Service Requests~~Performance Shortfalls~~ within the time specified ~~timescales~~in the Payment Mechanism. The Contractor shall respond to all Service Requests through deployment of the correct level of support to resolve all matters in accordance with this SOS and the Payment Mechanism.

2.1.5.~~2.1.4.~~ The Contractor may allow for notifications to the Helpdesk to be achieved via additional communication methods such as SMS and E-mail communications, but these shall not remove the requirement to provide a telephone helpdesk, ~~SMS that responds to calls~~ and ~~E-mail~~ communications within 20 seconds within the School Day and within 1 minute outside of the School Day.

2.1.6.~~2.1.5.~~ The Contractor shall acknowledge SMS, e-mail and telephone voice recorded messages during the School Day to comply with the Response and Rectification ~~Times~~Periods as specified in the Payment Mechanism. In the case of SMS this needs to be a mobile number held by the Helpdesk operator;.

~~2.1.6. The Contractor shall provide each School with a remote access “read only” facility to access Helpdesk requests, notifications, actions and task completions;~~

2.1.7. The Contractor shall comply with all notification and reporting procedures ~~required~~ by set out in the Payment Mechanism.

2.1.8. The Contractor shall make telephone access to the Helpdesk at local call rate charges.

- 2.1.9. The Contractor shall ensure that any notification to the Helpdesk shall as a minimum be required to record the date, time, callers name and location, detail of call and action taken.
- 2.1.10. The Contractor shall undertake a monthly random audit of calls to demonstrate that the requirements of this paragraph 2.1 are complied with and report findings to the School; and the Authority.
- 2.1.11. The Contractor shall provide the School Premises Team and the Authority with remote access “read only” facility to access ~~help-desk~~ Helpdesk requests, notifications, actions and task completions. This should allow the School and the/Authority to download copies of information for manipulation and analysis.
- 2.1.12. The Contractor shall deal with all building related complaints from third parties relating to the operation of the School in consultation with the Contract Manager as appropriate; .

~~2.2. Statutory Testing~~

- ~~2.2.1. The Contractor shall carry out Statutory Testing as required by Legislation, Good Industry Practice and as expressly required by this Agreement;~~
- ~~2.2.2. The Contractor shall develop and maintain a Service Delivery Proposal for the delivery and completion of all Statutory Inspections.~~
- ~~2.2.3. The Contractor shall keep an up to date list of all Statutory Inspections carried out and shall include a summary in the Monthly Report to the School and the Contract Manager. The Contractor shall maintain full reports and certification in relation to Statutory Inspections to be made available on demand and included in the Fire Safety Management Plan and other building management plans as required by legislation and best practice.~~
- ~~2.2.4. The Contractor shall prepare the Fire Safety Management Plan (and any other building management plans) in co-operation with the relevant authorities such as the Schools’ Fire Safety Officer, LA Fire Prevention Officer and the Emergency Services.~~

~~Appendix C provides a list of the Statutory Inspections, testing and maintenance requirements. Further information on compliance monitoring can be found at http://www.fedps.org.uk/compliance_monitoring.pdf~~

2.2. ~~2.3.~~ **Supporting Documentation**

- ~~2.3.1. The Contractor shall produce and maintain a Health and Safety File as part of the Contractor’s Proposals and shall provide it to each School prior to the Services~~

~~Availability Date. The School and Contractor will agree the Health and Safety Plan for the School based on the Health and Safety File.~~

~~2.2.1.2.3.2.~~ The Contractor shall be responsible for providing on site to the relevant School Users all Technical Guidance relating to the School including Operating Manuals, Logbooks, Risk Assessments, [Building Management Plans], Method Statements, and other guidance as required by this SOS and Legislation. The Contractor shall be responsible for ensuring that these documents are kept up-to-date as part of the Interface ~~Service~~Services and the Quality Management Plan. Where there are any changes to the Services Delivery Proposals affecting any of the related guidance, the Contractor shall revise and reissue the respective guidance and provide induction training for the School Premises Staff.

~~2.2.2.2.3.3.~~ The Contractor shall take a proactive approach to resolving problems by preparing solutions for discussion with the Contract Manager and the School Premises Team and Soft Services provider as necessary.

~~2.2.3.2.3.4.~~ The Contractor shall develop maintain and update the ~~contingency plans~~Contingency Plans each year, or as may be needed by changing circumstances, such as changes in School Policies, new technology and changes in Legislation etc. to ensure continued compliance with the Schools' Controls Assurance Procedures. The Controls Assurance Procedures will include, for example, handing over responsibility to third parties outside of the School Day, and will have regard to issues such as fire and evacuation plans, disaster action plans and service specific risk assessments. Contingency ~~plans~~Plans, including in relation to for example boiler failure or power failure, shall be agreed with the Contract Manager and shall be included in the Service Delivery Proposals for each separate Service. The Contractor shall implement the Contingency Plans as and when required.

~~2.2.4.2.3.5.~~ The Contractor shall comment on and help draft and maintain School's Building related ~~Policies including the School~~policies and include these in relevant Management Plans e.g. The Health and Safety Policy, Management Plan, and Fire Safety Policy and Security Policy Management Plan.

~~2.2.5.2.3.6.~~ The Contractor shall produce a Building Users' Guide. The Building Users' Guide shall be updated to reflect any changes or updates to the Building's systems or local controls which have an impact on the ability of School Users to control their local environment. The Contractor shall provide additional training to support the Building Users' Guide, ~~where appropriate~~when updated.

~~2.2.6.2.3.7.~~ The Contractor shall ~~prepare and~~ develop the Energy ~~Efficiency Management Plan and the Water Efficiency and Utilities~~ Management Plan ~~as part of the Continuous Improvement Plan.~~with the schools and record the agreed plan in accordance with ISO 50001.

~~2.2.7.2.3.8.~~ The ~~Contractor shall develop the~~School is responsible for reuse, recycling and disposal of all waste generated by day to day School activities. The Contractor is responsible for the waste streams arising from its maintenance activities. In addition, the

Contractor shall assist the School to develop and document Maintenance Materials and Waste ~~Efficiency Plan~~ Management as part of the ISO 14001 Environmental Management Plan (see 1.13.4) for the School. The aim is to operate efficient maintenance regimes and to assist the School to manage its waste streams in accordance with best practice.

2.2.8, 2.3.9. The Contractor shall ~~provide~~ update and maintain Area Data Sheets for all spaces within the Buildings and grounds as part of the ~~Contractors~~ Contractor's Proposals. The Contractor shall make these available to the relevant School so that School Users may understand what is provided for in each space, environmental comfort criteria and means of control.

2.2.9. Communications Plan

2.2.9.1. The Contractor shall develop and maintain on an annual basis a plan (the "Communications Plan"), which shall include as a minimum:

2.2.9.1.1. approach to daily, planned and ad hoc communications;

2.2.9.1.2. agenda and attendees for Monthly Review ;

2.2.9.1.3. agenda and attendees for Annual Contract Review;

2.2.9.1.4. Meetings Schedule;

2.2.9.1.5. escalation plan for emergencies and significant issues;

2.2.9.1.6. Out-of-Hours Communications;

2.2.9.1.7. complaints handling; and

2.2.9.1.8. methodology for implementation of User Satisfaction Surveys, including Building Performance Evaluation and POE.

2.3. 2.4. Performance Monitoring and Reporting and Record Keeping

Performance Monitoring

2.3.1, 2.4.1. The Contractor shall monitor the Services in a diligent and consistent way to ensure that the Building consistently meets the ~~Output Specification~~ Authority's Requirements.

2.3.2, 2.4.2. The Contractor shall ensure that through consistent Performance Monitoring, Service Performance Shortfalls and Unavailability are minimised and where they do occur are rectified quickly and efficiently with minimal disruption to the School and the School Users and in accordance with the Response and Rectification ~~Times~~ Periods set out in the Payment Mechanism.

2.3.3. The Contractor shall prepare a Monthly Review Report containing all of the reporting information required by this Agreement and as set out in Part [] of the Payment Mechanism, where reports are quarterly, to include the relevant quarterly reporting information. The Contractor shall also prepare the Contractor's Annual Services Report summarising the reports and providing any additional reporting required on an annual basis.

2.3.4. Contractor shall respond to ad-hoc requests to prepare and supply all information relating to the Services reasonably required by the Authority or the School.

~~2.3.5. 2.4.3.~~ The Contractor shall monitor the Services regularly and at a minimum at the intervals specified in the ~~KPIs~~ Performance Standards and the reporting table as set out in the Payment Mechanism.

~~2.3.6. 2.4.4.~~ The Contractor shall monitor the Services in accordance with the requirements of this SOS and the Payment Mechanism to determine whether Service ~~Failure Deductions~~ Failures and/or Unavailability ~~has occurred and whether~~ Deductions are due and shall report ~~these~~ any Service Failure and/or Unavailability to the Helpdesk and ensure that these are recorded, actioned and remedied.

~~2.3.7. 2.4.5.~~ The Contractor shall carry out its own compliance checking in relation to the Building and this shall be demonstrated in the Services Delivery Proposal.

~~2.3.8. 2.4.6.~~ The Contractor shall produce a Services Delivery Proposal ~~in response to this SOS~~ setting out how effective Performance Monitoring and Reporting will be achieved for each of the Services. This is to include a summary page highlighting key performance issues in a form of exception reporting supported by the detailed Monthly Review Report.

~~2.4.7. The Contractor shall produce a Continuous Improvement Plan to be implemented across all of the Services at each School for the Contract Period to ensure that there is continuous improvement across all of the Services.~~

Performance in Use

~~2.4.8. During month one (1) and month nine (9) following the Services Availability Date the Contractor shall carry out site walkabouts to observe occupation patterns and to spot emerging issues which impact on the performance of the Building. These walkabouts shall include members of the Contractor's Professional Team (where relevant) to inform the assessment. The Contractor shall discuss findings with the School and the Contract Manager and decide whether any actions are required to optimise the performance of the Building.~~

~~2.4.9. The Contractor shall carry out spot testing of Building Controls and Energy Management Systems to check that settings are correct in order to inform the programmed recalibration and re-commissioning of controls and the Building Controls and Energy Management System to ensure that the Building meets the PIU Targets.~~

~~2.4.10. The Contractor shall comply with the testing requirements set out in the PIU Targets;~~

~~2.4.11. The Contractor shall carry out User Satisfaction Surveys as part of POE in the format as agreed with the Authority and the Contract Manager and as required by the Payment Mechanism. The Contractor shall carry out the first User Satisfaction Survey at 9 months following the Services Availability Date.~~

~~2.4.12. The Contractor shall make POE data available to the Authority and School including the results of the User Satisfaction Survey.~~

~~2.4.13. The Contractor shall upload POE data to website portals CIBSE TM22 energy assessment or similar methodology to be used to assess energy end use and reported on the Carbon Buzz website.~~

~~2.4.14. The Contractor shall monitor energy consumption of the Building in accordance with the requirements of paragraph 2.8 of this SOS~~

Reporting

~~2.3.9.~~ ~~2.4.15.~~ The Contractor shall prepare a Services Delivery Proposal in relation to the reporting requirements as required by this SOS and ~~the~~ Schedule 6 (Payment Mechanism).

2.3.10. The Contractor shall notify the Authority and School (to the extent such change impacts on the School) of any changes to management structure, staffing levels, roles and responsibilities, working practices or service delivery timings not less than five (5) Business Days prior to the change being implemented.

~~2.4.16.~~

~~2.3.11.~~ The Contractor shall ~~keep~~ ensure that all information and records ~~necessary to comply with its obligations in paragraph 2.4 of the Payment Mechanism~~ are maintained in accordance with this Agreement and are up to date, accurate, in the agreed format and available for inspection by the Authority's Representative.

~~2.3.12.~~ ~~2.4.17.~~ The Contractor shall make summary reports available to the Authority/School on request and/or in accordance with a pre-agreed programme.

~~2.4.18. The Contractor shall survey the condition of the Building to allow reporting on the following information:~~

~~2.4.18.1. Building condition;~~

~~2.4.18.2. Hazards;~~

~~2.4.18.3. Remaining elemental life of building elements;~~

~~2.4.18.4. Status of the Building Services;~~

~~The findings will be used to inform the preparation of the Five Year Maintenance Plan and the Schedule of Programmed Maintenance.~~

~~2.3.13.~~ ~~2.4.19.~~ The Contractor shall keep up to date records of all Programmed Maintenance and Reactive Maintenance undertaken in relation to the School. These records should be made available via a form of shared electronic database or any other format agreed with the Contract Manager.

~~2.4.20. The Contractor shall keep materials procurement data and waste creation and destination logs to allow quality and quantities to be monitored.~~

~~2.3.14.~~ The Contractor shall ensure that it employs appropriate standards of data maintenance and access in the storing of all data including compliance with the Data Protection Act

1998, such that any documentation or computer records shall be made available for inspection by the Authority as required. Such information to be provided within agreed timescales and managed as part of the Interface Services.

~~2.4.21. The Contractor shall develop and provide a Maintenance Materials and Waste Efficiency Plan to include measuring and reporting performance on a quarterly basis. Reports should be supported by evidence with materials invoices and Waste Transfer Notes and should include waste from maintenance operations in kg/m² Gross Internal Floor Area / Annum~~

2.3.15. The Contractor shall provide such other information as is reasonably required by the Authority. This may include the provision of statistical information to allow the Authority to undertake its reporting requirements to central government and reports and supporting records reasonably required for the School to undertake its audit requirements. All information, documentation and records to be shared with and become the property of the [Authority/ relevant School] on termination or expiry of this Agreement.

2.3.16. ~~2.4.22.~~ The Contractor shall ~~produce a Water Efficiency Plan which includes an end use water analysis and shall~~ measure and report performance in relation to end use water analysis on a quarterly basis.

2.3.17. ~~2.4.23.~~ The Contractor shall attend quarterly meetings with the Contract Manager and the School and provide summary reports in a format suitable for discussion with the Contract Manager and School. For the first six (6) months of the Services Period (as part of Soft Landings) and whenever the Authority has concerns over performance these meetings shall be held on a Monthly rather than Quarterly basis. The Contractor shall also attend termly premises committee meetings, where relevant.

2.3.18. ~~2.4.24.~~ The Contractor shall provide information to assist the School ~~to comply in complying~~ with its Consistent Financial Reporting obligations.

~~2.4.25. The Contractor shall make each School aware of the Helpdesk and shall provide comprehensive instructions to the School Premises Team as to how to report issues to the Helpdesk including the level of detail required and the categorisation of priority of request.~~

2.3.19. ~~2.4.26.~~ The Contractor shall produce quarterly reports on performance against the ~~Continuous Improvement~~ Quality Management Plan set out in the ~~Contractors' Contractor's~~ Proposals.

2.3.20. The Contractor shall keep an up to date list of all Statutory Inspections carried out and shall include a summary in the Quarterly Report to the School and the Contract Manager. The Contractor shall maintain full reports and certification in relation to Statutory Inspections to be made available on demand and included in the Fire Safety Management Plan and other building management plans as required by legislation and best practice.

2.3.21. The Contractor shall monitor the performance of the building as against the Energy and Utilities Management Plan on at least a monthly basis. This shall be formally reported quarterly to inform the School of any excessive energy use so that corrective action can be considered and taken.

2.3.22. The Contractor shall produce quarterly reports of the total water consumption and percentages which are provided by rainwater harvesting and greywater recycling (if present).

2.3.23. The Contractor shall produce monthly on-line feedback and quarterly reports on the energy consumptions of the separate energy end uses.

2.3.24. Following the Services Availability Date the Contractor shall monitor energy and water using continuous monitoring, benchmarking, . and reporting protocols based on best practice tools, methodologies and reporting procedures. The Energy and Utilities Management Plan shall document changes to these protocols through the Contract Period.

2.3.25. Initially energy and water usage shall be monitored against the installed meters using the iSERVcmb⁸ continuous monitoring and benchmarking service or similar on line system approved by the Authority.

2.3.26. Annually, the Contractor shall report actual energy end use on the Carbon Buzz⁹ and iSERVcmb websites or similar on line systems approved by the Authority in order to benchmark the School's energy profile. The data can be anonymised with agreement from the Authority. However the Authority will expect good practice schools to be named and case studies produced.

2.3.27. The Contractor shall work with the SMT and the Authority using benchmark data to agree annual performance targets to achieve continuous improvement in energy efficiency related to energy end uses. This information shall be used to inform the Efficiency Reviews under clause 39 of this Agreement.

2.3.28. The Contractor shall provide Monthly exception reporting to identify and isolate incidences of avoidable utilities consumption regardless of who is responsible for the cost of utilities. The Contractor shall identify instances where consumption exceeds the predicted end use or established benchmarks, e.g., by more than 15% and additional utilities payments are likely to be incurred. Examples would be if the Contractor noticed that: all lights in corridors are left on all night; loads are left on during holiday periods, or there is high consumption overnight or during holiday periods.

⁸ iSERVcmb is a European Continuous monitoring and benchmarking web-service that PSBP will use to benchmark school energy end use consumption

⁹ Carbon Buzz is a free web platform that collects building energy consumption data. <http://www.carbonbuzz.org/>

2.3.29. Building Performance Evaluation and Performance in Use

2.3.29.1. As part of Soft Landings, during month one (1) and month nine (9) following the Services Availability Date the Contractor shall carry out site walkabouts to observe occupation patterns and to spot emerging issues which impact on the performance of the Building. These walkabouts shall include members of the Contractor's Professional Team (where relevant but at a minimum to include the Building designer and M&E systems designer) to inform the assessment. The Contractor shall discuss findings with the School and the Contract Manager and decide whether any actions are required to improve the performance of the Building.

2.3.29.2. The Contractor shall carry out testing of Building Controls, metering and monitoring, and Energy Management Systems to check that settings are correct in order to inform the programmed recalibration and re-commissioning of controls and the Building Controls and Energy Management System to ensure that the Building meets the PIU Targets. See Performance Standards for frequency of tests.

2.3.29.3. The Contractor shall comply with the testing requirements set out in the PIU Targets at Annex I and the Performance Standards at Appendix A;

2.3.29.4. The Contractor shall carry out User Satisfaction Surveys and Building Performance Evaluations as part of POE in the format as agreed with the Authority and the Contract Manager and as required by this SOS and the Payment Mechanism. The Contractor shall carry out the first User Satisfaction Survey and Building Performance Evaluation at 8 months following the Services Availability Date to inform the 9 month walk around. The User Satisfaction Survey and Building Performance Evaluation shall be repeated annually by the Contractor (or as agreed with the Authority).

2.3.29.5. The Contractor shall make POE data available to the Authority and School, including the results of the User Satisfaction Survey and Building Performance Evaluations.

2.3.29.6. The Contractor shall upload POE energy data in accordance with the procedures for annual monitoring and reporting of energy and water consumption set out in paragraph 2.8 of this SOS.

2.3.30. Thermal Efficiency of Domestic Hot Water systems

2.3.30.1. The Contractor shall provide calculations of the annual efficiency in use of hot water systems. These should compare the energy in the hot water used to the fuel input. The Contractor shall measure by flow metering and providing temperature records of domestic hot water supplies and metering of fuel consumption.

2.3.30.2. The Contractor shall ensure that the overall hot water service operating efficiency (defined as energy contained in the hot water exiting from outlets such as taps and shower heads, related to the supply side energy used for hot water generation) shall not be less than 45% on an annual basis.

2.3.31. Annual tests of boiler plant and direct fired hot water generators and their flue systems

2.3.31.1. For all boiler plant and direct fired hot water generators of output greater than 4kW the Contractor shall carry out annual performance tests for emissions and combustion efficiency in accordance with the following requirements to provide an independent check on the system's efficiency and its emissions.

~~2.4.27. The Contractor shall ensure that it employs appropriate standards of data maintenance and access in the storing of all data including compliance with the Data Protection Act, such that any documentation or computer records shall be made available for inspection by the Authority as required. Such information to be provided within agreed timescales and managed as part of the Interface Services.~~

2.3.31.2. The Contractor shall test the boiler/flue system once the boiler has been brought up to full fire for a sustained period as follows:

~~2.4.28. The Contractor shall provide such other information as is reasonably required by the Authority. This may include the provision of statistical information to allow the Authority to undertake its reporting requirements to central government and reports and supporting records reasonably required for the School to undertake its audit requirements. All information, documentation and records to be shared with and become the property of the [Authority/ relevant School] on Termination or Expiry;~~

2.3.31.2.1. by Flue Gas Analysis with an EN 50379:2 compliant instrument;

2.3.31.2.2. at full fire and at low fire;

2.3.31.2.3. for O₂, CO, CO₂, HC measured in mg/m³;

2.3.31.2.4. to record the temperature of the incoming combustion air and of the flue gases;

2.3.31.2.5. for pressure differential to verify the performance of the flue. The flue system must be tested to ensure that its leakage rate does not exceed that designated according to EN1443 for the particular flue type; and

2.3.31.2.6. the flue gas loss % (i.e. - % energy loss up flue [Siegert Formula]), lambda (the degree to which the fuel air mix approaches the ideal); boiler efficiency and dew point shall be recorded.

~~2.4.29. The Contractor shall use TM22 energy assessment or similar methodology to be used to assess energy end use and report findings on the Carbon Buzz website.~~

2.3.31.3. The Contractor shall record the results from the annual performance tests alongside the results from initial commissioning.

2.4. 2.5. Interface Services

2.4.1.2.5.1. The Contractor shall provide help and assistance to the Authority and School to ensure that the Services are fully integrated with the Soft Services and ICT solution that is adopted by the School. This Service shall include training, attendance at Site meetings, and provision of support to the School to manage its operations.

2.4.2. Using the principles of the Soft Landings Framework the Contractor shall provide the following:

2.4.2.1. General Training to the School Users;

2.4.2.2. training of the School Users to ensure optimisation of the Building's performance following the Services Availability Date; and

2.4.2.3. post-occupancy checks and controls adjustment to optimise the performance, energy efficiency and occupant satisfaction in the School.

2.4.3. The Contractor shall provide a Soft Services and School Training Plan which will include:

2.4.3.1. details of the training to be given by the Contractor to each individual School (and its relevant Soft Services providers) prior and following the Services Availability Date including as a minimum the training requirements in Appendix D;

2.4.3.2. frequency and timing of training;

2.4.3.3. details of how the Soft Services and School Training Plan complies with the requirements of the Soft Landings Framework and the requirements of paragraph 2.4.2; and

2.4.3.4. details of how the training will assist the School and School Users to optimise the Building's Performance in Use.

2.4.4. The Contractor's training shall explain all controls and where there is lack of clarity additional user friendly guidance and labelling of the controls shall be provided by the Contractor. Additional training shall be provided when any refinements to the Building's systems and local controls are made.

2.4.5.2.5.2. The Contractor shall prepare a Soft Services Interface Protocol to be agreed with the Authority/School, which sets out the allocation of responsibilities between the School, its providers and the Contractor. Appendix ~~DB~~ to this SOS sets out a framework for some of the interface issues that may arise. ~~The Authority shall use reasonable endeavours to procure that the School complies with the Soft Services Interface Protocol.~~ Starting one month prior to and to be completed one month after the Services Availability Date (or as agreed with the School), the Contractor shall provide training for the School staff on all relevant aspects of the Building to enable the School Premises Team to effectively manage the elements of operation and maintenance which it is the School's responsibility to fulfil. Refresher training shall be provided at around 9

months co-ordinated with the User Satisfaction Survey and the 9 month walk around described in paragraph 2.3.26.4.

~~2.5.3. Within the first month following the Services Availability Date, the Contractor shall provide training for the School staff on all relevant aspects of the Building to enable the School Premises Team to effectively manage the elements of operation and maintenance which it is the School's responsibility to fulfil.~~

~~2.5.4. The Contractor's training shall explain all controls and where there is lack of clarity additional user friendly guidance and labelling of the controls shall be provided by the Contractor. Additional training shall be provided when any refinements to the Building's systems and local controls are made.~~

~~2.5.5. The Contractor shall undertake the training of School staff identified in Appendix E, supplemented by other School/ design specific training as required.~~

~~2.4.6. 2.5.6.~~ The Contractor shall prepare a Services Delivery Proposal for the Interface Services which shall include the Soft Services and School Training Plan and the Soft Services Interface Protocol.

2.5. 2.6. Access and Building Security

~~2.6.1. The Contractor shall provide a security solution that includes controlled entry and exit arrangements for the Site. These shall meet requirements of security, health & safety and efficient access for all School Users, taking account of pedestrian access, vehicle access and parking, cycle access (with secure site storage), bus stop facilities or onsite/offsite arrival of dedicated coaches. There shall be no charge for parking services or car park security.~~

~~2.5.1. The security system will be operated by the School. The Contractor shall provide training, a user guide and a logbook to the relevant School Users to ensure that the security system is understood.~~

~~2.5.2. 2.6.2.~~ Updates to security systems for reasonably foreseeable needs, for example number plate recognition shall be provided as required at reasonable cost.

~~2.5.3. 2.6.3.~~ For deliveries and collections from site, appertaining to the execution of Services, the Contractor shall produce, as part of the Access to Work Protocol (See paragraph 1.10.2.15) and comply with a monitored process of entry and exit agreed with the Schools, either through security or physical barriers to entry or exit with acknowledgement and authorisation processes. Contractor deliveries to Site and collections from Site must be managed so as not to interfere with the delivery of education at the School or the Pupil movement of School Users about the Site.

~~2.6.4. The Contractor shall install a security system that is subsequently operated and maintained by the School directly with an alarms system sub-contractor. The Contractor shall provide training, a user guide and a logbook to the relevant School Users to ensure that the security system is understood.~~

~~2.6.5. The School shall be able to obtain replacement keys direct from the manufacturer at cost price. The School shall be able to issue access passes to visitors and staff.~~

2.6. 2.7. Buildings and Grounds Asset Management Maintenance Service - General

~~2.6.1. 2.7.1.~~ The Contractor shall develop and implement an integrated solution for both Programmed Maintenance and Reactive Maintenance and which demonstrates that the Building design and component selection supports the Contractor's Asset Lifecycle Replacement strategy.

~~2.6.2. 2.7.2.~~ The Contractor shall maintain and ensure ~~that all internal spaces are numbered with recognisable labels and shown on the School Buildings and grounds layout plans. They shall also include the identification of spaces identified for the delivery of the Services along with a statement of their function (e.g., office, cleaning stores etc)~~ visibility of signs on internal rooms and annually update for staff changes.

~~2.6.3. 2.7.3.~~ The Contractor shall ensure that internal spaces and engineering systems shall meet the Availability and Services Requirements including the PIU requirements for light levels, temperatures, ventilation and indoor air quality, acoustics, described in Annex 1, energy efficiency and functionality so that all spaces are available and fit for purpose.

~~2.7.4. The Contractor shall ensure that the design and layout of School Buildings and grounds will include the space requirements to deliver the Soft Services including storage and office space as defined in the ADSs. They will be organised to enable delivery of the required Services, to the service levels required to positively support the School's curriculum delivery.~~

~~2.7.5. The Contractor shall deliver the Services in accordance with this SOS to ensure that the Buildings and grounds are fit for purpose.~~

~~2.7.6. The Contractor shall prepare a Service Delivery Proposal to demonstrate that the Building will be resource efficient and comply with the PIU Targets and that maintenance of the Building will be provided to the standards required by these Authority's Requirements.~~

~~2.6.4. 2.7.7.~~ The Contractor shall produce comprehensive maintenance solutions for specialist all weather pitches (where provided) within the Service Delivery Proposal as required pursuant to the School Specific Brief.

~~2.6.5. As part of its obligations under clause 39 of this Agreement, the Contractor shall provide 'invest to save' proposals to reduce utilities consumption, materials use and associated waste production based on estimated capital and Lifecycle Asset Replacement costs of the recommended works, with the allocation of costs and benefits between all parties.~~

2.6.6. Statutory Testing

~~2.7.8. [The Contractor shall ensure that adequate insurance cover in respect of buildings, property, public liability, employers' liability, and others required by statute is provided in accordance with the requirements of the main body of the Project Agreement.]~~

2.6.6.1. The Contractor shall carry out Statutory Testing as required by Legislation, Good Industry Practice and as expressly required by this Agreement.

2.6.6.2. Appendix C provides a list of the Statutory Inspections, testing and maintenance requirements. Further information on compliance monitoring can be found at http://www.fedps.org.uk/compliance_monitoring.pdf

2.6.7. Maintenance

2.6.7.1. ~~2.7.9.~~ The Contractor shall be responsible for maintenance, service contracts, repairs, replacements & preventative regimes to all Buildings. ~~SomeWhere~~ there is an overlap in responsibility for certain systems and installations inspections, monitoring and adjustments ~~may be between~~ the responsibility of Contractor and the School Premises Team ~~and the Contractor shall ensure that~~ the responsibilities of each party will be ~~allocated~~ clearly set out by the Contractor in the Soft Services Interface Protocol and agreed with the Authority and School.

2.6.7.2. The Contractor shall carry out Programmed Maintenance and Reactive Maintenance in accordance with Good Industry Practice, such that at the end of the Contract Period, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement.

2.6.7.3. ~~2.7.10.~~ The Contractor shall provide maintenance to, all elements of the Buildings and grounds structure, fabric, mechanical and electrical services, as well as fixtures, fittings signage and specialist installations and educational equipment including ICT Infrastructure, specifically:

2.6.7.3.1. ~~2.7.10.1.~~ Building's external fabric, including roofing, walls/external envelope, window, door and ventilation opening mechanisms and seals, glass and glazing, services penetrations;

2.6.7.3.2. ~~2.7.10.2.~~ Building superstructure, including structural floors, walls;

2.6.7.3.3. Lifts;

2.6.7.3.4. ~~2.7.10.3.~~ Environmental systems, including mechanical services, electrical services, water and drainage systems, environmental controls, Building Management Systems;

~~2.7.10.4. — ICT Infrastructure and communication systems;~~

2.6.7.3.5. ICT wired infrastructure (See PSBP ICT responsibilities matrix in paragraph 4 of FOS) ;

2.6.7.3.6. Communication systems, including PA, audio systems, TV and telephones etc;

2.6.7.3.7. ~~2.7.10.5.~~ Internal finishes including walls, ceilings, doors, glazed screens, flooring, ceilings;

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- 2.6.7.3.8. ~~2.7.10.6.~~ Finishes/decorations including Internal fixtures, acoustic absorbtion and signage;
- 2.6.7.3.9. ~~2.7.10.7.~~ Specialist installations (e.g., hoists, ~~lifts,~~ aerials, and lightning equipment protection);
- 2.6.7.3.10. ~~2.7.10.8.~~ Safety ~~systems, and~~ security and ~~safety systems and~~ equipment;
- ~~2.7.10.9. Specialist (Group 1) FF&E;~~
- 2.6.7.3.11. ~~2.7.10.10.~~ Group 1 FF&E including Catering Equipment (to include annual deep clean of catering equipment);
- 2.6.7.3.12. ~~2.7.10.11.~~ ~~Commissioning and testing~~ Testing including periodic re-commissioning of systems with occupants and equipment, and statutory testing, ~~e.g., portable appliance testing~~;
- 2.6.7.3.13. ~~2.7.10.12.~~ Maintenance and upkeep of Play equipment, e.g., swings, climbing frames, etc;
- 2.6.7.3.14. ~~2.7.10.13.~~ Artificial synthetic grass or rubberised surfaces;
- 2.6.7.3.15. ~~2.7.10.14.~~ Walls, fences, cycle storage and shelters retaining structures and similar;
- 2.6.7.3.16. ~~2.7.10.15.~~ Internal roads, car park surfaces and marking and paths;
- 2.6.7.3.17. ~~2.7.10.16.~~ Hard surfacing, paths, roadways, steps, ramps, general paving, kerbs;
- 2.6.7.3.18. ~~2.7.10.17.~~ Drainage Lifecycle maintenance of drainage features including gullies, grating, frames and covers;
- 2.6.7.3.19. ~~2.7.10.18.~~ Balustrades and all external furniture including seating;
- 2.6.7.3.20. ~~2.7.10.19.~~ Sheltered provision-;
- 2.6.7.4. ~~2.7.11.~~ The Contractor shall carry out the Buildings and Grounds Asset Management Service to ensure:
- 2.6.7.4.1. ~~2.7.11.1.~~ That the Buildings and grounds are Available;
- 2.6.7.4.2. ~~2.7.11.2.~~ The efficient delivery of the curriculum in line with the School's objectives;
- 2.6.7.4.3. ~~2.7.11.3.~~ The Buildings and grounds provide full operational functionality and meet the operational requirements of the School Users, staff and Pupils
- 2.6.7.4.4. ~~2.7.11.4.~~ All Buildings, services and controls equipment meet the PIU Targets;
- 2.6.7.4.5. ~~2.7.11.5.~~ The Building elements are kept in good repair;
- 2.6.7.4.6. ~~2.7.11.6.~~ The Buildings and grounds do not deteriorate beyond that required to ensure Availability and compliance with the Service Quality Standards and that Programmed Maintenance and Reactive Maintenance are performed and statutory requirements are adhered to in order to achieve resource, energy and water efficiencies;
- 2.6.7.4.7. ~~2.7.11.7.~~ Avoidance of pollutants, both internally and externally, which are known to have a long term negative impact on occupants or the natural environment;

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2.6.7.5. ~~2.7.12.~~—The Contractor shall ensure that maintenance is carried out by appropriately qualified and/or skilled staff and in accordance with any relevant codes of practice or statutory provisions.

2.6.7.6. The Contractor shall respond to breakdowns and ad hoc repairs in order to ensure Availability, compliance with performance and Service Quality Standards, manufacturer’s requirements and warranties, Law and Good Industry Practice.

~~2.7.13. The Contractor shall ensure that any maintenance is carried out using proper materials of suitable and sufficient quality (of relevant British Standard or equivalent) and not using any deleterious materials.~~

2.6.7.7. The Contractor shall ensure that Asset Lifecycle Replacement is carried out at times and in a manner which minimises the impact on the delivery of educational services and any extra curricula activities whilst still meeting the Contractor’s obligations in respect of Programmed Maintenance as set out in this SOS.

2.6.7.8. The Contractor shall provide details of how it intends to manage the provision of and where necessary storage of spare parts for each School.

2.6.8. Schedule of Programmed Maintenance

2.6.8.1. ~~2.7.14. The Contractor shall adopt a proactive approach to maintenance and inspections such that breakdowns and failures are minimised.~~ The Contractor shall prepare and agree an annual plan of maintenance activities with the Authority and the School.

2.6.8.2. ~~2.7.15.~~—The Contractor shall produce a Five Year Maintenance Plan. The plan will be a five year rolling plan and shall include all Programmed Maintenance activities and acknowledge Reactive Maintenance to the extent that it has affected future Programmed Maintenance. The Contractor shall update the Five Year Maintenance Plan on a regular basis as maintenance is undertaken, and as Asset Lifecycle Replacement items are brought forward or delayed due to worse or better than expected performance. The Contractor shall comply with the provisions of clause 39 Annual Contract Reviews and Efficiency Reviews.

2.6.8.3. ~~2.7.16.~~—The Contractor shall prepare a Schedule of Programmed Maintenance in accordance with the provisions of clause 23 to be agreed with the Authority and School.

2.6.8.4. ~~2.7.17.~~—The Contractor shall submit any modifications to the Schedule of Programmed Maintenance to the Authority/School for approval, providing at least four weeks term time notice;

2.6.8.5. Contractor shall adopt a proactive approach to maintenance and inspections such that breakdowns and failures are minimised.

2.6.9.Lifecycle Survey Requirements

2.6.9.1. In accordance with the Project Agreement, the Contractor shall survey the condition of the Building no less than 3 months prior to the Lifecycle Review Date to allow reporting on the following information:

2.6.9.1.1. Building condition;

2.6.9.1.2. Hazards;

2.6.9.1.3. Remaining elemental life of building elements;

2.6.9.1.4. Status of the Building Services.

2.6.9.2. ~~2.7.18. The Contractor must comply with the Schedule of Programmed Maintenance which must be designed to ensure compliance with this SOS and the Performance Standards;~~All surveys should be conducted prior to the preparation of the Five Year Maintenance Plan in order that the findings can inform the Schedule of Programmed Maintenance and the Lifecycle Report;

2.6.9.3. The Contractor shall be responsible for carrying out a Lifecycle Review and producing the Lifecycle Report in accordance with clause 23.6 of this Agreement and for keeping records of Lifecycle Spend and Lifecycle Surplus and for monitoring the actual Lifecycle Replacement and comparing this against the Lifecycle Efficiencies Plan and Lifecycle Schedule.

2.6.9.4. ~~2.7.19.~~The Contractor shall endeavour to carry out Programmed Maintenance outside Term where performing such activities within Term would have an adverse impact on educational delivery

Waste Efficiency

~~2.7.20. As part of the commitment to reducing costs and saving materials, the Contractor shall work with the Authority and the School to achieve efficient materials procurement and waste disposal for maintenance of the Buildings and grounds.~~

~~2.7.21. The Contractor shall produce a Materials and Waste Efficiency Plan as part of the Contractor's Proposals.~~

~~2.7.22. The Contractor shall ensure that waste information covers the level of waste materials segregation, and the destination of wastes—especially those of a hazardous nature such as Waste Electrical and Electronic Equipment (WEEE).~~

~~2.7.23. The Contractor and School shall work together to identify cost effective waste efficiency measures and to implement actions and investment in line with the agreed Materials and Waste Efficiency Plan~~

~~2.7.24. The Contractor and the School shall agree a target for:~~

~~2.7.24.1. Annual reductions in maintenance waste arisings;~~

~~2.7.24.2. Annual reductions in maintenance waste to landfill.~~

~~2.7.25. The Contractor and School shall work together to identify cost effective measures to implement to increase the sustainability of products procured — for example moving to suppliers with accredited Environmental Management Systems or certified materials such as FSC woods.~~

~~2.7.26. The Contractor shall establish effective systems for data monitoring of materials procured and materials disposed of from maintenance will be established — especially where materials are disposed of on-site and managed through another Contractor.~~

~~2.7.27. The Contractor, the Authority and the School will review the Materials and Waste Efficiency Plan and identify the need for revisions to reflect performance, changes in occupancy and use patterns and the availability of new technologies and upgrades to improve component and system efficiency.~~

~~2.7.28. The Contractor shall provide ‘invest to save’ proposals to reduce materials use and associated waste production based on the estimated capital and Asset Lifecycle Replacement costs of the recommended works, with the allocation of costs and benefits between all parties.~~

2.6.10. Replacement materials

2.6.10.1. ~~2.7.29.~~ The Contractor shall ensure that replacement materials used must be of the same quality as the specification for New Buildings with an equivalent life span, taking into account advancements in materials development and Good Industry Practice at the time of replacement.

2.6.10.2. ~~2.7.30.~~ Where the Contractor can demonstrate that re-used or reconditioned parts or replacements have at least equivalent life expectancy and performance capability of a new replacement item, the Contractor shall endeavour to use re-used or reconditioned parts or replacements.

~~2.7.31. The Contractor shall carry out Programmed Maintenance and Reactive Maintenance in accordance with Good Industry Practice, such that at the end of the Contract Period, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement.~~

~~2.7.32. The Contractor shall take into account DEFRA’s Waste Hierarchy when undertaking all Programmed Maintenance and Reactive Maintenance.⁶~~

Handback Requirement

~~2.7.33. At the end of the Contract Period, the Contractor shall hand back to the Authority, the School Buildings, plant, FF&E (Group 1 in a state of good repair and in accordance~~

⁶ <http://www.defra.gov.uk/environment/waste/legislation/waste-hierarchy/>

~~with the Minimum Life and Residual Life Expectancy Requirements as set out at Appendix H of this SOS and paragraph 1.4.4 of the FOS.~~

2.6.11. Handback Requirements

- 2.6.11.1. ~~2.7.34.~~ At the end of the Contract Period, the Contractor shall hand back to the Authority, the School Buildings, plant, FF&E (Group 1) in a state of good repair. Under clause 47 The Authority will arrange for an independent condition survey (final survey) to be carried out prior to the Expiry Date, which will identify any rectification or maintenance work to be undertaken. The rectification or maintenance work shall be such that the School Buildings, grounds, plant, FF&E, meet the Minimum Life and Residual Life Expectancy Requirements as set out at Appendix ~~H~~E of this SOS and paragraph 1.4.4 of the FOS.
- 2.6.11.2. ~~2.7.35.~~ Where the Authority has agreed pursuant to clause 47.9 to relax any of these Hand back Requirements the Contractor shall prepare (for agreement with the Authority) a schedule of the relaxations in these Hand back Requirements setting out which specific elements have been relaxed and the associated savings (where relevant).
- 2.6.11.3. ~~2.7.36.~~ The Contractor shall ensure that prior to the Expiry Date or Termination Date the Authority is in receipt of all effective O&M Manuals, 'As-built' ~~plans~~drawings, Energy Efficiency Plan supporting Models, Simulations and Data, supplier and Contractor details, the Independent Certifier reports, Building Performance Evaluation reports and the building test results.

2.7. 2.8. ~~Energy and Utilities~~ Management Plan

~~General Energy Efficiency~~

2.7.1. ~~The Contractor shall develop an Energy and Utilities Management Plan which will initially form part of the Environmental Strategy Report at IPDSB stage. It is a tool to measure and benchmark the energy and water efficiency of the as-built installations and to compare performance in use with design predictions. It shall form part of the Contractor's Proposals and be developed and improved throughout the Contract Period.~~

~~2.8.1.~~ ~~The Contractor shall provide resource efficient Buildings (energy, water, waste,) including the measurement and reporting of performance on an agreed periodic basis and as required to meet legal and other reporting requirements~~

2.7.2. ~~The Contractor shall ensure that the Energy and Utilities Management Plan includes energy and water end use analyses and shall measure and report performance on a quarterly basis. Reports should include energy and water consumption data based on meter readings split by readily identifiable zones to the full range of sub-metered areas, including major uses and lettable areas, e.g., catering.~~

~~2.7.3, 2.8.2.~~ The Contractor shall ensure the efficient, effective, safe and timely supply of energy and utilities (electricity, gas and water, etc.) in order to ensure continued operation of the School.

~~2.8.3.~~ The Contractor shall provide at the Schools a constant supply of mains water, gas, electricity and other fuels as required ensuring continued operation of the education function and the availability of all services.

~~2.8.4.~~ The Contractor shall provide and maintain utility supplies to kitchen and dining areas, toilets and essential hygiene facilities.

~~2.7.4, 2.8.5.~~ The Contractor will not be responsible for the shortfall in Service delivery due to the performance of the utility company whose actions are wholly outside the control of the Contractor. This will be a matter of risk shared between the School and the Contractor. The Contractor shall prepare options within the Services Delivery Proposals for the management of this risk. These options shall prioritise the maintenance of utility supplies to kitchen and dining areas, toilets, ICT servers and essential hygiene facilities.

~~2.8.6.~~ The Contractor shall measure the performance of the building as against the Energy Efficiency Plan on at least a monthly basis.

~~2.8.7.~~ Following the Services Availability Date the Contractor shall monitor energy usage against the installed meters on a continuous basis using the iSERVemb⁷ continuous monitoring and benchmarking service or similar on line system approved by the Authority. Where the School is fully or partially responsible for the volume of energy the actual against anticipated use will be formally reported quarterly to inform the School of any excessive energy use so that corrective action can be considered and taken.

~~2.8.8.~~ The Contractor shall work with the SMT and the Authority using benchmark data from the iSERVemb website to agree annual performance targets to achieve continued reductions in energy consumption related to energy end uses. The School shall display the DEC (Display Energy Certificate) as per the Energy Performance of Buildings Directive for regulated and unregulated emissions. It is acknowledged that this can only be done after a year's worth of meter readings.

~~2.8.9.~~ The Contractor shall report actual energy end use on the Carbon Buzz⁸ and iSERVemb websites in order to benchmark the School's energy profile.

~~2.8.10.~~ The Contractor shall work with the School and Authority to reduce the energy consumption and carbon emissions of the School.

⁷ - iServe is a European Continuous monitoring and benchmarking web service that PSBP will use to benchmark school energy end use consumption

⁸ - Carbon Buzz is a free web platform that collects anonymous building energy consumption data. <http://www.carbonbuzz.org/>

~~Energy and Utilities Reporting and Management~~

- ~~2.8.11. The Contractor shall deliver an Energy and Utilities Management Service that is compliant with all relevant Legislation and regulations including the Environment Protection Act 1990.~~
- ~~2.8.12. The Contractor shall deliver an Energy and Utilities Management Services that is compliant with Utility Company requirements in relation to infrastructure work including requirements for service intakes and meters.~~
- ~~2.8.13. The Contractor shall:~~
- ~~2.8.13.1. Install and maintain meters as required by this Output Specification to enable effective metering of energy consumption throughout the School;~~
 - ~~2.8.13.2. carry out energy end use analyses;~~
 - ~~2.8.13.3. monitor energy end uses and exception reporting on them to the school~~
 - ~~2.8.13.4. negotiate new agreements with utilities companies to deliver the School's requirements~~
 - ~~2.8.13.5. provide effective management of energy and water consumption, including payment of utility bills to the appropriate companies~~
 - ~~2.8.13.6. provide all necessary diversions, reinstatements and the like, without undue disruption to School activities;~~
 - ~~2.8.13.7. procure and provide emergency/back up supplies and surge protection where required to ensure services continuity;~~
 - ~~2.8.13.8. pay all statutory charges;~~
 - ~~2.8.13.9. supply and maintain uninterruptible power supplies (UPS) for alarms and ICT servers.~~
- ~~2.8.14. The Contractor shall supply Building logbooks, Energy Performance Certificates and Display Energy Certificates as required by AD L and its associated guidance 'Non-Domestic Building Services Compliance Guide', 2010 edition⁽⁶⁾ and The Energy Performance of Buildings Directive.~~
- ~~2.8.15. The Contractor shall produce a predicted Display Energy Certificate before completion of the buildings. Following the Services Availability Date, the Contractor shall work with the Schools to achieve a DEC rating of C or better for regulated and unregulated energy use (currently an Actual Operational Performance Target of 40kgCO₂/m²/yr).~~

~~2.8.16. The Contractor shall carry out a feasibility study of low and zero carbon technologies before introducing these technologies during the Contract Period as part of achieving the carbon dioxide emissions target.~~

~~2.8.17. The Contractor shall ensure that any on-site energy generation shall be appropriate and meaningful for the School as part of implementing the low energy hierarchy approach, following the steps to reduce energy demand, drive out energy through design, and decarbonise energy through low carbon solutions.~~

~~2.8.18. The Contractor shall ensure that the rejection of energy laden warm or cool air is minimised in the Building by the use of ventilation systems which limit the pre-heating of ventilation air and exploit the heat gains from occupancy and equipment and by control of the ventilation heat loss through external doors.~~

~~2.8.19. The Contractor shall provide “invest to save” proposals to reduce water and energy consumption.~~

Water Efficiency

~~2.8.20. As part of the commitment to reducing costs and saving water, the Contractor shall work with the Authority and the School to achieve efficient water use of the Buildings and grounds:~~

~~2.8.21. The Contractor shall produce a Water Efficiency Plan which includes an end-use water analysis and shall measure and report performance on a quarterly basis. Reports should include water consumption data based on meter readings and should include the water consumption in m³/person/annum split by readily identifiable zones to the full range of sub-metered areas, including major uses and lettable areas, e.g., catering.~~

~~2.8.22. The Contractor acknowledges that 2.8 m³/person/annum(2800L) is regarded as ‘Good Practice’ for Schools (without pools) based on the Watermark project⁹~~

~~2.8.23. The Contractor and the Authority will agree and set a target for annual reductions in water use ;~~

~~2.8.24. The Contractor, the Authority and School will review the Water Efficiency Plan and identify the need for revisions to reflect performance, changes in occupancy and use patterns and the availability of new technologies and upgrades to improve component and system efficiency.~~

~~2.8.25. The Contractor shall provide ‘invest to save’ proposals to reduce water use and associated energy use based on the provisions outlined in the Payment Mechanism.~~

⁹ http://www.ogebuyingsolutions.gov.uk/energy/watermark/downloads/watermark_project_final_report.pdf

~~2.8.26. The Contractor and the School shall work together to identify cost-effective water efficiency measures and to implement actions and investment in line with the agreed Water Efficiency Plan.~~

~~2.8.27. The Contractor shall provide water meters to measure the annual water consumption and the amount of rainwater, if collected and the data shall be uploaded to the iSERVEcmb website.~~

~~2.8.28. The Contractor shall record in quarterly reports, quantities of total water consumed in % which was provided by rainwater harvesting or greywater recycling (where present).~~

Energy and Utilities Management Service

2.7.5. The Contractor shall provide constant supplies of:

~~2.8.29. The Contractor shall provide and pay for a constant supply of:~~

2.7.5.1. water;

~~2.8.29.1.1. Cold and hot water to required fittings;~~

2.7.5.2. ~~2.8.29.1.2. Gas to~~ gas to boilers, hot water generators, outlets and equipment;
and

2.7.5.3. ~~2.8.29.1.3. Mains~~ mains electricity to all power outlet sockets and equipment;

~~2.7.6. 2.8.30.~~ The Contractor shall Make~~make~~ arrangements ~~and pay~~ for the removal of all mains, storm and foul water from the premises, including the emptying of interceptors. The arrangements may vary from School to School and the Contractor should establish how the cost will be calculated ~~in~~for each ~~case;~~School.

~~2.7.7. 2.8.31.~~ The Contractor shall maintain sanitary appliances, plumbing, fittings and associated drainage systems;

~~2.7.8. 2.8.32.~~ The Contractor shall maintain electric distribution systems within the site and buildings;

~~2.8.33. The Contractor shall as part of the Energy Efficiency Plan; prepare and update a utilities services conservation policy, together with an on-going action plan;~~

~~2.7.9. 2.8.34.~~ In line with the Lifecycle Schedule within the Schedule of Programmed Maintenance the Contractor shall ensure that all utilities services consuming plant is maintained to operate at optimum efficiency and every effort is made to ensure that all fuels, gas, electricity and water are used economically, in accordance with any operational policies issued by the School;

~~2.8.35. The Contractor shall play a lead role in establishing and implementing energy saving strategies (including separate heating, lighting and ventilation strategies) and co-operate with the School in achieving agreed objectives;~~

~~2.8.36. The Contractor shall ensure that utilities services costs are optimised to maintain the School Users comfort and contain/reduce annual utilities services costs;~~

~~2.8.37. The Contractor shall improve management control, utilities services use and therefore cost effectiveness, and shall agree annual utilities services targets with the School, in order to monitor the effectiveness and cost of utilities services used;~~

~~2.8.38. The Contractor shall be responsible for the removal from site of all effluents including, but not limited to, sewage, surface water run-off, disposal from science and technical lab's, etc;~~

~~2.8.39. The Contractor shall carry out appropriate risk assessments for the safe disposal of hazardous effluents, including compliance with statutory requirements.~~

~~2.7.10.~~ 2.8.40. The Contractor shall ensure that combustion equipment ~~to comply~~complies with ~~the retrospective~~ legislation ~~in~~with regard to emission of the products of combustion including particulates: ~~NO_x~~, NO_x, and other pollutants.

2.7.11. The Contractor shall:

2.7.11.1. maintain the meters to enable effective metering of energy and water consumption throughout the School;

2.7.11.2. carry out analyses of separate energy end uses;

2.7.11.3. monitor energy meters and energy end uses and provide exception reporting on them to the School;

2.7.11.4. provide effective management of energy and water consumption (including giving support to the School in respect of the energy end uses the School is responsible for), and payment of utility bills and all statutory charges;

2.7.11.5. provide advice to the schools on ways to reduce utility charges including standing charges; and

2.7.11.6. provide and maintain emergency/back up supplies and surge protection where required to ensure services continuity including uninterruptible power supplies (UPS) for alarms and ICT servers.

2.7.12. Energy and water efficiency

~~2.9. Energy and Utilities Modelling and Payment~~

2.7.12.1. The Contractor shall work with the School and Authority to reduce the energy and water consumption and carbon emissions of the School.

Energy Efficiency Plan

2.7.12.2. The Contractor and the Authority will agree and set a target for annual water consumption which should be compared with national benchmarks¹⁰.

~~2.9.1. The Contractor shall develop an Energy Efficiency Plan¹⁰. At Financial Close, the Energy Efficiency Plan shall form part of the Contractor's Proposals and shall inform the overall design, be a tool to measure the energy efficiency of the Building as against the original energy efficiency predictions of the design. The Energy Efficiency Plan shall be developed and improved throughout the Contract Period.~~

2.7.12.3. The Contractor, the Authority and School will annually review the Energy and Utilities Management plan and identify the need for revisions to reflect performance, changes in occupancy and use patterns and the availability of new technologies and upgrades to improve component and system efficiency.

2.7.12.4. ~~2.9.2.~~The Energy Efficiency Plan and Utilities Management plan shall include the:

~~2.9.2.1. — Design Stage Energy End Use Analysis;~~

2.7.12.4.1. Design stage energy and water end use analyses;

2.7.12.4.2. ~~2.9.2.2. A~~ Measurement and Verification Plan ~~which must adhere to Chapter 3.2 of IPMVP Volume III. For example, it should include¹¹~~ which includes details of all sub-meters, a meter and loads schematic diagram, commissioning, data collection, storage and transmission of data and the mechanisms for dealing with any loss of data, e.g.g., assumptions or interpolations made in the case of missing or incomplete data;

2.7.12.4.3. ~~2.9.2.3. Initial~~Final Baseline Energy Model; ~~(produced at Financial Close);~~

2.7.12.4.4. ~~2.9.2.4.~~ Actions to be taken in design, specification, construction, commissioning and occupancy to reduce water and energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;

~~2.9.2.5. — Final Baseline Energy Model (produced at Financial Close);~~

2.7.12.4.5. ~~2.9.2.6.~~ Completed iSERVcmb facility and ~~Services~~services description ~~spreadsheet; and~~spread sheet detailing activity zones, meters and equipment installed;

2.7.12.4.6. Record drawings showing all meters and connected loads and details of means of data storage and transmission to iSERVcmb database and annual upload to Carbon Buzz;

2.7.12.4.7. ~~2.9.2.7.~~ Predicted ~~DEC rating for operational~~water use and predicted energy use and associated carbon emissions ~~for the School site in a~~

¹⁰ 2.8 m³/person/annum(2800L) is regarded as 'Good Practice' for Schools (without pools) based on the Watermark project².

¹⁰ ~~This will form part of the Environmental Strategy Report at IPDSB stage.~~

¹¹ See Chapter 3.2 of IPMVP Volume III.

format similar to a DEC rating (including regulated and unregulated emissions);

~~2.9.3. The Contractor shall develop the Energy Efficiency Plan over the Contract Period to utilise best practice tools for continuous benchmarking, measurement and verification, and reporting protocols including but not limited to, TM22 2012, Carbon Buzz and iSERVemb.~~

2.7.12.4.8. The Contractor shall maintain the Building logbooks as required by AD L and its associated guidance 'Non-Domestic Building Services Compliance Guide', 2010 edition. The Contractor shall supply Display Energy Certificates as required by The Energy Performance of Buildings Directive for regulated and unregulated emissions. It is acknowledged that this can only be done after a year's worth of meter readings. The Contractor shall also provide energy reports as required by the Directive and then discuss with the School means to implement the recommendations including as part of Invest to Save measures; and

2.7.12.4.9. The Contractor shall monitor the hot water service operating efficiency as described in paragraph 2.3.29.

Calculating the Initial Energy Payments:

2.8. Energy and Utilities Modelling and Payment

~~2.9.4. From the Services Availability Date, the Contractor shall monitor the energy use against the installed meters and provide the School and the Authority with on-line data and benchmark information on at least a monthly basis and a daily basis when required by the School or Authority by means of data exchange with the iSERVemb continuous monitoring and benchmarking website or similar internet based system approved by the Authority. Where the School is fully or partially responsible for the volume of energy the actual against anticipated use will be reported quarterly and exception reports will inform the School of any excessive energy use so that corrective action can be considered and taken.~~

2.8.1. Energy Payment Mechanism - Consumption Risk

Obligation to produce and agree the In-Use Energy Model

The volume risk lies with the Contractor or the Authority/School based on who is best placed to manage particular energy end uses. For example the Authority/School will be responsible for gas and electricity used in catering, domestic hot water and for external lighting used for security and sports pitches. The Payment Mechanism encourages the School and the Contractor to cooperate.

~~2.9.5. As soon as possible but in any event by the end of the third (3rd) year following the Services Availability Date the Contractor shall calibrate the Final Baseline Energy Model to produce the In-Use Energy Model agreed with the Authority which can then be used as the basis for all future energy payments. In subsequent years, with agreement from the Authority the Contractor may further refine the In-Use Energy Model to achieve greater accuracy and better energy management or to reflect invest to save~~

~~energy efficiency improvements and to reflect iSERVEemb benchmarks and agreed energy reductions for example through invest to save energy efficiency improvements.~~

2.8.1.1. The Contractor shall share the volume risk on the actual consumption of the Building Load (as defined in paragraph 2.8.1.9) during Core Energy Hours $A_{\text{building,CEH}}$ to the extent that it is greater or less than the Contractor's predicted Target energy consumption for the Building Load during Core Energy Hours $T_{\text{building,CEH}}$. The Contractor's predicted consumption $T_{\text{building,CEH}}$ shall be based initially on the Final Baseline Energy Model; and then on the In-Use Energy Model once it has been agreed with the Authority, taking account of allowable adjustments, e.g. for weather or changes to Core Energy Hours.

~~2.9.6. The Contractor shall produce the Measurement and Verification Plan used to calibrate the Final Baseline Energy Model to conform with IPMVP. For example, in order to claim weather adjustments the Contractors' baseline projections for heating energy consumption must accurately reflect actual consumptions ie with an uncertainty of less than 4%. See IPMVP Volume I, Appendix B which summarizes basic uncertainty quantification techniques to guide decisions about the level of rigour suitable for each M&V process. ASHRAE Guideline 14-2002 *Measurement of Energy and Demand Savings*¹⁴ and CIBSE TM41 *Degree-Days: Theory and Application*.~~

2.8.1.2. As soon as practicably possible following the Services Availability Date, but in any event by the end of the third (3rd) year following the Services Availability Date, the Contractor shall use recorded data including actual metered energy consumption data to calibrate the Final Baseline Energy Model and hence provide the In-Use Energy Model used to predict Building Load, $T_{\text{building,CEH}}$ which takes into account allowable adjustments. Calibration and allowable adjustments shall be in accordance with best practice for measuring and reporting on energy and water consumption, and agreed with the Authority.

~~2.9.7. IPMVP, Volume I, describes the allowable Allowable adjustments that can be made to the Final Baseline Model, eg, for include: changes to Buildings, plant and equipment; weather; and hours of use. The predicted end use consumptions are compared with actual metered consumption figures and iSERVEemb benchmarks to identify areas where energy is being wasted and to apportion payments in a fair and transparent way. ; and hours of use. For example: excess lighting energy consumption due to operation of blinds, e.g. due to poor visibility of legacy data projectors; requests from the school to increase temperature set points above the normal maintained air temperatures given in Annex 1, paragraph 2.2.2; and changes to equipment loads and operating hours.~~

¹⁴-The IPMVP and ASHRAE 14 are complementary documents that provide guidance and instruction to those interested in quantifying the results from energy savings projects.

IPMVP and ASHRAE differ by design in these key areas:

- IPMVP is a framework of definitions and broad approaches whereas ASHRAE Guideline 14 provides detail on implementing M&V plans with the framework.
- IPMVP makes a provision for limited metering under Option A whereas ASHRAE requires metering for all options.
- IPMVP's discussions on balancing of Uncertainty and Cost (Volume 1 Chapter 4.11) are enhanced by ASHRAE's definition of ways to quantify uncertainty so that M&V design decisions can consider costs in light of the best available methods for quantifying uncertainty.

2.8.1.3. The Contractor’s Initial Baseline Energy Model prediction of the Target Building Load during Core Energy Hours $T_{\text{building,CEH}}$ must be less than the energy cap of 56 kWh for both Primary and Secondary Schools without pools.

2.8.1.4. Where kWh is the equivalent electrical kWh calculated by multiplying the different fuel kWh consumptions for different energy sources by the following standard energy weighting factors:

<u>Category</u>	<u>Description</u>	<u>Energy Weighting Factor</u>
<u>Electricity</u>	<u>includes mains electricity, electricity from combined heat and power and renewable energy</u>	<u>1.0</u>
<u>All Fuels</u>	<u>includes, gas, oil, and biofuels</u>	<u>0.4</u>
<u>Thermal Energy</u>	<u>includes geothermal, district heat and heat from combined heat and power and solar thermal</u>	<u>0.5</u>

2.8.1.5. Any costs or savings compared with the Building Load during Core Energy Hours $T_{\text{building,CEH}}$ will be shared equally between the Authority/School and the Contractor up to a figure of 20% above the Contractor’s predicted consumption $T_{\text{building,CEH}}$ or the energy cap $C_{\text{building,CEH}}$ after allowable adjustments have been made. The Contractor will take 100% risk on the volume exceeding this figure and will pay for the extra energy consumed.

2.8.1.6. At the annual review meeting the School and the Contractor should agree that the in use model end use systems targets are achievable and realistic for the schools operation. During the meeting, the Contractor shall document, so that both the Authority and the School can understand, the discrepancies, if any, between the final baseline model, the in-use model, iSERV benchmarks and the actual energy consumption of the School so that the energy consumption may be improved the following year as incorporated into the Energy and Utilities Management Plan. The Contractor shall report annually to the Authority on the total fuel consumption figures. At the annual review meeting the Contractor shall report on the actual energy consumption figures as compared with the target predicted consumption figures in accordance with Section 8 of the Payment Mechanism.

2.8.1.7. ~~2.9.8.~~ Where the Contractor and the Authority cannot agree the Contractor’s proposed adjustments to the Final Baseline Energy

~~Model which affect the projected~~ produce the Target Building Load during Core Energy Hours, $T_{\text{building,CEH}}$ that determines the Energy Payments, the Authority will employ a suitably qualified independent third party energy assessor, to be agreed with the Contractor, to review the Contractor's proposed In-Use Energy Model and the proposals, iSERVcmb or other school end-use benchmarks and the energy and weather data to determine payments in accordance with the IPMVP. ~~The Contractor shall be bound by the findings of such independent third party.~~ The International Performance and Measurement Protocol (IPMVP) and ASHRAE Guideline 14¹² will be used to resolve any disputes about adjustments to energy payments. The Contractor shall subject to clause 68 (Dispute Resolution Procedure) of this Agreement be bound by the findings of such independent third party. The Contractor shall upon written request permit the Authority and/or such independent third party energy assessor to inspect any part of the Buildings and/or access to all the Contractor's records, receipts, invoices, reports, drawings, technical specifications and performance logs relating to the Building Load E_{building} energy consumption figures, so as to enable the Authority and/or such independent third party energy assessor to obtain an accurate assessment of any of the figures quoted. The Contractor shall provide all reasonable co-operation and assistance to the Authority and any independent third party energy assessor and shall allow them access to such documents and information and shall in a bona fide manner respond promptly to all reasonable requests for further documents and information made by the Authority and/or any independent third party energy assessor in respect of the Building Load E_{building} energy consumption figures, the Contractor's proposals and the projected Energy Payments.

~~2.9.9. At the end of each year the energy consumption figures predicted by the In-Use Energy Model will be compared against the actual energy use (once allowable adjustments have been made) and the appropriate part of the Payment Mechanism will be applied.~~

~~2.9.10. The Final Baseline Energy Model (during the initial period) and the In-Use Energy Model (after the initial period and once the In-Use Model has been agreed with the Authority [and School]) together with the Measurement and Verification Plan will be used as part of the Payment Mechanism to make adjustments to energy consumption figures to ensure that costs are allocated fairly. The IPMVP will be used to resolve any disputes about adjustments to energy payments.~~

¹² See the International Performance and Measurement Protocol (IPMVP) published by the Efficiency Valuation Organization and freely available from www.evo-world.org. Volume I, 2012 Edition describes the methodology and Volume III Part I gives examples of some current applications of IPMVP to new build construction projects.

IPMVP is a framework of definitions and broad approaches whereas ASHRAE Guideline 14 provides detail on implementing M&V plans with the framework.

IPMVP makes a provision for limited metering under Option A whereas ASHRAE requires metering for all options. IPMVP's discussions on balancing of Uncertainty and Cost (Volume 1 Chapter 4.11) are enhanced by ASHRAE's definition of ways to quantify uncertainty so that M&V design decisions can consider costs in light of the best available methods for quantifying uncertainty.

~~2.9.11. Energy and utilities costs are included in the Unitary Charge to encourage whole life costing to achieve resource efficient procurement. The Unitary Charge is to include the cost of all fuels and utilities used at the prices for fuels and utilities given in the Payment Mechanism. (N.B. The actual cost of the utilities will fluctuate as the consumption can be calculated but not the tariffs.)~~

~~2.9.12. The Contractor shall provide Monthly exception reporting to identify and isolate incidences of avoidable utilities consumption regardless of who is responsible for the cost of energy. The Contractor shall identify instances where energy consumption exceeds the predicted end use or established benchmarks, eg, by more than 15% and additional energy or water payments are likely to be incurred. Examples would be if the Contractor noticed that: all lights in corridors are left on all night; loads are left on during holiday periods, or there is high consumption overnight or during holiday periods.~~

Weather Station

~~2.9.13. The Contractor shall provide and monitor a weather station at the School that will be in a location regarded as suitable for collecting weather data. The Contractor shall use the data from the weather station:~~

~~2.9.13.1. — to calibrate the Final Baseline Energy Model after the first year of operation;~~

~~2.9.13.2. — to record and report weather variations;~~

~~2.9.13.3. — by parties that require this information as part of the Measurement and Verification Plan;~~

~~2.9.13.4. — where invest to save measures are dependent on external climatic conditions.~~

~~2.9.14. As a minimum the weather station should collect the following information; Outdoor Dry Bulb Temperature, Outdoor Humidity, Wind Speed, Wind Direction, Dew Point and Solar Radiation over a maximum of 1 hour averages.~~

~~2.9.15. The weather data shall be available for curriculum use by the school.~~

Energy Payment Mechanism – Consumption Risk

~~2.9.16. The Contractor shall be responsible for volume risk on the consumption of the Actual Building Load E_{building} (as defined below) to the extent that it is greater than the predicted consumption as compared to the Final Baseline Energy Model, or, once produced the In Use Energy Model. To the extent that the consumption of the Building Load is lower than the predicted consumption based on the Final Baseline Energy Model, or In Use Energy Model agreed with the Authority, any such savings will be shared equally between the School and the Contractor.~~

~~2.9.17.~~

2.8.1.8. The Actual Building Load, E_{building} on which the Contractor and the School shall the volume risk during Core Energy Hours comprises:

2.8.1.8.1. Space Heating. ~~The - the~~ temperatures to be used for predicting the initial baseline heating consumption are the normal maintained air temperatures given in the table ~~Room Temperatures in wintertime in the PIU Targets set out at~~ in paragraph 2.2.2 of Annex 1 of this SOS. The minimum room temperature in any serviced area shall be 5°C at which temperature the heating system will be automatically switched on for a minimum of 30 minutes for frost protection. Adjustments can be made where the School chooses to run parts of the building at higher temperatures . This energy end use shall be separately metered.

~~Hot water — The Contractor will take the risk that the overall system efficiency of the hot water supply is less than specified — energy and hot water flow rate will be measured in Secondary Schools;~~

2.8.1.8.2. Internal lighting and emergency lighting excluding security lighting - this energy end use shall be separately metered. Hours of use are those in the ~~TM22 template~~ input parameter data set for the type of school, but can be adjusted for actual hours of use where the School chooses to use the lighting out of hours, for example, they may leave all the corridor lights on all night for security purposes.

2.8.1.8.3. Swimming and Hydrotherapy Pool heating, - including pump and water treatment, and pool related ventilation and air conditioning loads; ;

~~Building related services listed below:~~

2.8.1.8.4. Building related services -including protection systems, ~~including~~ fire alarms, sprinkler systems and intruder alarms - lifts - major ventilation plant including ~~ventilation of central~~ that serving changing rooms, toilets and kitchen, ~~central~~ boiler plant and pumps and other ~~central~~ plant; and any air conditioning loads to server room -or teaching areas - the Contractor shall meter the total electrical load/s ~~separately metered~~ for these energy end uses.

~~2.9.18. The Actual Building Load end uses, E_{building} shall be compared with predicted figures and iSERVemb benchmarks. The Building Load will be corrected for actual hours of use and the area of the Buildings used in accordance with the Measurement and Verification Plan for the School. In order to carry out this correction the School and Contractor shall agree and put in place a method for the School to record the hours of operation/occupation of each part of the school. This will enable the Contractor to identify when the School is open and which zones of the School are open and when equipment is operating when it shouldn't be. It will also assist in understanding how energy consumption changes with hours of use and help to identify the causes of any spikes and dips in energy consumption~~

2.8.1.9. ~~2.9.19. The End User Loads, $E_{\text{end-users}}$ on which the School will take 100% volume risk are. End User Loads $E_{\text{end-users}}$ means:~~

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- 2.8.1.9.1. External Sports and Flood Lighting – This energy end use shall be separately metered;
- 2.8.1.9.2. External Security Lighting – This energy end use shall be separately metered;
- 2.8.1.9.3. Hot water consumption – The domestic hot water loads shall be metered;
- 2.8.1.9.4. Catering gas ~~and~~, electricity and water consumptions – These end uses shall be separately metered;
- 2.8.1.9.5. Server and hub room loads including all ICT equipment but excluding internal lighting and ~~air conditioning~~; heating, ventilation and any air conditioning equipment required to achieve the conditions specified in paragraphs 2.8.18 of the FOS. Electrical loads to server rooms shall be separately metered; and
- 2.8.1.9.6. Miscellaneous power loads: - including local ~~extract~~ exhaust ventilation, dust and fume extract, ~~ICT related room cooling systems (including fume cupboards)~~, ICT equipment outside server rooms and power and equipment loads such as hand driers, kilns, and theatre lighting including ~~legacys~~ small power, Legacy equipment and equipment provided by the Contractor.
- 2.8.1.10. The School is permitted to bring additional power consuming equipment into the School. The changes must be notified to the Contractor who may need to adjust the In-Use Energy Model accordingly.
- 2.8.1.11. ~~2.9.20.~~ The Contractor and the School shall work together to achieve an Initial Baseline Energy Model design energy target in electricity equivalent kilowatt hours, KWhe for $E_{\text{building}} + E_{\text{hot water}} + E_{\text{small power}}$. Core Hours of less than the following figures depending on the type of School:
- 2.8.1.11.1. Secondary School with no pool 75 KWhe; Primary School with no pool 61 KWhe; and
- 2.8.1.11.2. ~~2.9.20.1.~~ a carbon rating for the School's total energy consumption of less than 40 KgCO₂/m², equivalent to a DEC rating of C;
- ~~2.9.20.2. — a total fossil fuel energy consumption of less than 60 kWh/m²;~~
- ~~2.9.20.3. — a total electricity consumption of less than 50 kWh/m²; or~~
- ~~2.9.20.4. — in the case of an all electric School a total electricity consumption of less than 90 kWh/m².~~
- 2.8.1.12. ~~2.9.21.~~ The Contractor and School shall also work together to limit all energy end uses to best practice benchmarks. These benchmarks for large (>10,000m²) ~~Secondary Schools~~ secondary schools are currently:
- 2.8.1.12.1. Internal Lighting 12 kWh/m²/annum;
- 2.8.1.12.2. ~~2.9.21.1.~~ External Lighting 15 ~~2~~ 12 kWh/m²/annum;
- 2.8.1.12.3. ~~2.9.21.2.~~ Heating 55 ~~52~~ kWh/m²/annum;
- 2.8.1.12.4. ~~2.9.21.3.~~ Hot water 10 kWh/m²/annum;

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- 2.8.1.12.5. ~~2.9.21.4.~~ Fans and pumps (depends massively on extent of HVAC, figures normalised across School total floor area, however range is) 6-15 kWh/m²;
- 2.8.1.12.6. ~~2.9.21.5.~~ Server rooms 8 kWh/m²;
- 2.8.1.12.7. ~~2.9.21.6.~~ Lifts 1kWh/ m²;
- 2.8.1.12.8. ~~2.9.21.7.~~ IT circa 8-10 kWh/m² (although depends on Pupil to PC/laptop ratio and charging method);
- 2.8.1.12.9. ~~2.9.21.8.~~ Miscellaneous and small power 5-10 kWh/m²; and
- 2.8.1.12.10. ~~67-1214~~ kWh/m².

2.8.1.13. Current iSERVcmb or similar industry benchmarks for the various energy end uses should be used, where available.

2.8.2. Contractor Predicted Loads.

2.8.2.1. ~~2.9.22.~~ The Contractor shall predict the annual energy and utilities consumptions of the following ~~elements of the Building Load and they shall be included in the calculation of the Unitary Charge from the Services Availability Date. The Contractor shall~~ Services and report on them ~~Monthly~~ annually as part of the Energy and Water Efficiency Plan-;

Contractor predicted loads

- ~~2.9.22.1. Space Heating;~~
- ~~2.9.22.2. Hot Water consumption excluding catering;~~
- ~~2.9.22.3. Cold Water consumption excluding catering;~~
- ~~2.9.22.4. Internal Lighting;~~
- ~~2.9.22.5. Swimming and Hydrotherapy Pool heating, pump and water treatment, ventilation and air conditioning loads;~~
- 2.8.2.1.1. Building load end uses identified in paragraph 2.8.1.9;
- 2.8.2.1.2. End-user load end uses identified in paragraph 2.8.1.10;
- 2.8.2.1.3. Total hot and cold water consumption; and
- 2.8.2.1.4. 2.9.22.6. Catering gas, electricity and hot and cold water consumptions. Initial estimate based on number of meals and number of plates predicted by the School; consumption.
- ~~2.9.22.7. External Sports and Flood Lighting;~~
- ~~2.9.22.8. External and internal Security Lighting;~~
- ~~2.9.22.9. Building Related services listed below;~~
- ~~2.9.22.10. ventilation, local extract, dust and fume extract, and air conditioning units (excluding ICT related room cooling systems)~~
- ~~2.9.22.11. pumps and other plant;~~
- ~~2.9.22.12. Server and hub room total consumptions including all ICT equipment and telecommunications equipment and ICT related room cooling systems based on ICT equipment schedule provided by the Authority/School excluding internal lighting;~~
- ~~2.9.22.13. ICT outside server rooms and small power (excluding building related equipment such as local extract fans and air conditioning units) based on ICT equipment schedule provided by the Authority/School;~~

~~2.9.22.14. Larger equipment loads such as hand driers, kilns and dishwashers and theatre lighting;~~

2.8.2.2. ~~2.9.22.15.~~ The energy and water consumption of Legacy facilities and Buildings or parts of Buildings which may be let out to the community on a commercial basis such as sports or leisure facilities shall be separately accounted for in energy prediction calculations and may be separately zoned and metered.

~~2.9.23. The Contractor shall ensure that Schools are metered separately for all utility consumptions in line with Approved Document L (AD L) in support of the Building Regulations, and CIBSE TM 39 Automatic Meter Reading (AMR) must be provided on all incoming services and sub-metering to report energy end use consumptions. Sub-metering provision will cover:~~

~~2.9.23.1. internal School lighting;~~

~~2.9.23.2. sports facilities lighting;~~

~~2.9.23.3. external lighting;~~

~~2.9.23.4. space heating;~~

~~2.9.23.5. domestic hot water (Secondary School only);~~

~~2.9.23.6. catering gas;~~

~~2.9.23.7. catering electricity;~~

~~2.9.23.8. server room including equipment, cooling and UPS.~~

~~2.9.24. Theoretical corrections to end use consumptions where individual metering of that end use is required will not be permitted.~~

2.8.3. Energy and Utilities Monitoring and Reporting

2.8.3.1. Following the Services Availability Date, the Contractor shall monitor the energy use against the installed meters and provide the School and Authority with on line data and benchmark information on at least a monthly basis and a daily basis when required by the School or Authority, by means of data exchange with the iSERVcmb continuous monitoring and benchmarking website¹³ or similar benchmarking system approved by the Authority.

2.8.3.2. Where the School is fully or partially responsible for the volume of energy, the actual against anticipated use and previous years, when available, will be reported quarterly by the Contractor.

2.8.3.3. At the end of each year the actual energy end use consumption figures shall be compared with the predictions from the In-Use Energy Model and iSERVcmb benchmarks.

2.8.3.4. ~~2.9.25.~~ The Contractor shall provide Schools and their agents with full access with unrestricted use of and rights to energy, heating, hot water, lighting and

¹³ See www.iservcmb.info

water consumption metering data. At least the last two years' historic data shall be available in a suitable on-line format designed to be understood by Pupils and ~~the School Premises Team.~~ ~~Energy and utility use data shall be acquired and stored every 15 minutes. The data shall be uploaded every month, or preferably every day, to the iSERVcmb continuous monitoring and benchmarking application or similar system approved by the Authority for energy management purposes.~~ School premises staff. The Contractor shall agree with the School the level and type of real time data, including weather data, to be provided for curriculum use.

2.8.3.5. Energy and utility use data shall be acquired and stored every 15 minutes. The data shall be uploaded every month, and preferably every day, to the iSERVcmb continuous monitoring and benchmarking application or similar system approved by the Authority for energy management purposes.

2.8.3.6. The Contractor shall ensure that Schools are metered separately for all utilities in line with Approved Document L (AD L) in support of the Building Regulations and CIBSE TM39. Automatic Meter Reading (AMR) must be provided on all incoming services and sub-metering to report energy end use consumptions.

2.8.3.7. ~~2.9.26.~~The Contractor shall ensure that the energy use data has separate data streams (usually meters) for all the meters identified above and for each of the following HVAC components that are installed:

2.8.3.7.1. Fixed Building Services Meters

2.8.3.7.1.1. ~~2.9.26.1.~~Boiler energy use (electrical and fossil fuel separated);

2.8.3.7.1.2. ~~2.9.26.2.~~Hot water pumps;

2.8.3.7.1.3. ~~2.9.26.3.~~Domestic hot water pumps;

2.8.3.7.1.4. ~~2.9.26.4.~~Any separate heat rejection fans;

2.8.3.7.1.5. Individual Air Handling Units (if applicable)

2.8.3.7.1.6. ~~2.9.26.5.~~ ~~Packaged~~Cooling Systems: e.g., packaged a/c systems, ~~eg,~~ and split ~~system~~systems; (if applicable);

~~2.9.26.6.~~— Air handling units

2.8.3.7.1.7. ~~2.9.26.7.~~Heat pumps ; (if applicable);

2.8.3.7.1.8. Lighting Distribution Boards ; and

2.8.3.7.1.9. Motor Control Panels;

2.8.3.7.2. Additional Meters

2.8.3.7.2.1. ~~2.9.26.8.~~ Domestic Hot water ~~consumption~~supplies;

2.8.3.7.2.2. ~~2.9.26.9.~~ Cold water consumption; and

2.8.3.7.2.3. Small Power Distribution Boards;

2.8.3.7.3. Specialist Meters

2.8.3.7.3.1. Catering facilities (Gas and electricity);

2.8.3.7.3.2. Server Room equipment, including UPS:

2.8.3.7.3.3. External Lighting;

2.8.3.7.3.4. Multi-surface sports facilities and external sports lighting; and

2.8.3.7.3.5. Swimming pools and hydrotherapy facilities (process and lighting loads).

2.8.3.8. ~~Theoretical corrections to end use consumptions where individual metering of that end use is required will not be permitted.~~

2.8.3.9. ~~2.9.26.10.~~—The data is usually provided by meters but many HVAC components, ~~e.g.~~, pumps are now fitted with in-built sensors and meters which can be connected to the internet and data collected from them directly. Duplicate metering and data collection systems should be avoided where the components can already provide the required data.

2.8.3.10. ~~2.9.27.~~—The Contractor shall ensure that ~~Data~~data from the AMR system and headline output data from the Building Controls and Energy Management Systems, for example room temperatures and heating and hot water flow/return temperatures, is uploaded to the iSERVcmb ~~website~~or similar system and ~~is~~ available to the School and the Authority via the web for use in energy management and monitoring performance in use. ~~An example is PCs and laptops where software should be installed to monitor energy consumption and transmit this data via the internet. There is therefore no need to meter this equipment; the software acts a virtual meter and the datastream can be directly uploaded via the internet.~~

~~2.9.28. The Contractor shall agree with the School the level and type of real time data to be provided for curriculum use.~~

2.8.3.11. The Authority/School shall have responsibility for day to day energy management at the School and the Contractor shall have overall responsibility for energy monitoring at the School and shall report findings to the Authority/School. The Contractor and School shall work together to overcome any inefficiencies in system operation identified by the Contractor or the School.

2.8.3.12. ~~2.9.29.~~—The Authority/School ~~shall~~may appoint ~~an Energy Manager~~a person with overall responsibility for energy management at the School. This person shall report his findings to the Authority/School and the Contractor. The Contractor and School shall work together to overcome any inefficiencies in system operation identified by the ~~Energy Manager~~relevant person responsible for energy management.

2.8.3.13. ~~2.9.30.~~—Renewable energy contracts, payments and incentives must be agreed by the Authority.

2.8.3.14. ~~2.9.31.~~—The energy consumption in run and standby conditions for all equipment shall be estimated by the Contractor for the purposes of calculation of energy end use loads. ~~Information~~For this purpose the Contractor shall

obtain information on Legacy equipment, including name plate loads, ~~manufacturers~~manufacturer's names and serial numbers ~~will be provided by~~and shall provide the information to the Authority/~~School for this purpose.~~

2.8.3.15. ~~2.9.32.~~The Contractor may meter any item of equipment where they would like to determine the actual energy use.

2.8.3.16. ~~2.9.33.~~The Contractor shall monitor the individual energy end uses. ~~The~~As part of the IPDSB submission the Contractor shall produce a metering schematic and complete the iSERVcmb facility and services description spreadsheet ~~shall be fully populated and form part of the Contractor's Proposals.~~(as far as possible). This will be fully completed during the Works Period and will be completely filled in by the Services Availability Date. End use data and meter readings will subsequently be uploaded to the iSERVcmb continuous monitoring and benchmarking website using this spreadsheet, or to a similar benchmarking system approved by the Authority. The Contractor shall provide commissioning records for the metering and monitoring system including test data uploads and reports e.g.: from the iSERV database. The Contractor shall provide as built meter schematic record drawings showing all the meters and the loads connected to each meter. This shall accompany the iSERV facilities and services spreadsheet. See www.iservcmb.info.~~The Contractor shall export annual consumption figures and DEC ratings to the Carbon Buzz website.~~¹²

2.8.3.17. Annually, the Contractor shall report actual consumption figures and DEC ratings on the Carbon Buzz and iSERVcmb websites or similar on-line systems approved by the Authority in order to benchmark the School's energy profile.

2.8.4. Weather data

2.8.4.1. The Contractor shall access and present weather data. The Contractor shall either monitor a weather station at the School that will be in a location regarded as suitable for collecting weather data or where available may use local Met Office data. The Contractor shall specify the type and location of weather station to be used.

2.8.4.2. The Contractor shall use the weather data to:

2.8.4.2.1. calibrate the Final Baseline Energy Model after the first year of operation;

2.8.4.2.2. make adjustments to Energy Consumption figures for comparison with the In-Use Energy Model;

2.8.4.2.3. record and report weather variations; and

¹²~~As part of the IPDSB submission the Contractor shall complete the iSERVcmb facility and services description spreadsheet. This will be completed during the design and construction of the School and will be completely filled in by the Services Availability Date.~~

2.8.4.2.4. provide to parties, that require this information, as part of a dispute resolution regarding adjustment to the Building Load, E_{building}.

2.8.4.3. As a minimum the following weather data is required: Outdoor Dry Bulb Temperature, Outdoor Humidity, Wind Speed, Wind Direction, Dew Point and Solar Radiation over a maximum of 1-hour averages.

2.8.4.4. The weather data shall be available for curriculum use as agreed with the School.

2.8.5. Invest to save measures

2.8.5.1. The Contractor shall provide ‘invest to save’ proposals to reduce energy and water use based on the provisions outlined in clause 39 of the Project Agreement and Schedule 6 (Payment Mechanism) to this Agreement.

~~2.9.34.~~ Following the Services Availability Date, the Contractor and Energy Manager are encouraged to identify any energy conservation measures that will reduce energy and utilities ~~consumptions~~ consumption. Where these have economic paybacks, typically with simple paybacks of less than 8 years, the Contractor may, with the agreement of the Authority and the School, use the IPMVP protocol and the Payment Mechanism to recoup the savings achieved.

~~2.10. Fittings Furniture and Equipment (FF&E) Management Service~~

~~2.10.1. The Contractor shall supply, fit and maintain FF&E elements in accordance with the FF&E responsibility table below. This Service Requirement is to ensure that Group 1 FF&E receives appropriate maintenance throughout the Contract Period. The Contractor shall only be responsible for the Programmed Maintenance and Reactive Maintenance of Group 1 FF&E.~~

~~2.10.2. The Contractor shall service and maintain all FF&E (Group 1 only) and building systems to meet the ‘fit for purpose’ standard of use required by this Output Specification, for each space and maintained in accordance with the manufacturer’s recommendation~~

~~FF&E Responsibilities~~

2.8.5.2. It is the responsibility of both the Contractor and the School to identify areas for energy improvements and to implement those improvements where they are agreed to be both technically and financially viable.

2.9. Elective Services

~~2.10.3. —~~

	Group 1	Group 2	Group 3
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Summary of procurement and responsibilities	provided, placed, fitted and life-cycled by Contractor	provided, placed and fitted by Contractor	provided by School but boxed up, moved, placed and, where necessary, fitted by Contractor
Supply	Contractor, -new	Contractor	School, new or legacy
Box up, store and move to new room	Contractor	Contractor	Contractor
Place in position	Contractor	Contractor	Contractor
Fix and connect	Contractor	Contractor	Contractor
Layout	Contractor	Contractor	School, unless room different dimensions
FM Maintenance and lifecycle	Contractor	School	School

~~2.10.4. The energy consumption of the equipment in run and standby conditions~~Service Delivery Proposals for each of the Elective Service shall be provided ~~for all equipment supplied by the Contractor for the purposes of calculation of energy end use loads. Legacy equipment nameplate loads will be recorded for use in energy end use analyses~~by the Contractor and revised as required on an annual basis.

2.9.1. The Contractor shall demonstrate that the proposed Elective Services represent value for money to the Authority, by the provision of relevant benchmark data or market testing when requested by the Authority.

2.9.2. The Authority shall request any Elective Services through the procedure set out at Part 7 of Schedule 24 to this Agreement.

2.9.3. Charges for Elective Services shall be submitted on a monthly basis in accordance with the Payment Mechanism.

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Annex 1 - Performance in Use (PIU) Targets

1. The Contractor shall ensure that the Building meets or improves upon the following PIU Targets:

1.1. Indoor air quality:

1.1.1. Concentration of CO₂ shall not exceed the maximum levels of 1,500 parts per million (ppm) for mechanical ventilation and 2000ppm for natural ventilation under any conditions for more than 20 minutes during the School Day. Measurement shall be by monitoring of extract air by CO₂ sensors or spot-checks using a CO₂ meter.

1.1.2. The operational targets shall be 1,000ppm for mechanical ventilation and 1500ppm for natural ventilation.

1.1.3. The required maximum CO₂ levels shall not be exceeded during room dim-out / blackout, and shall not be impaired by security or safety requirements.

1.1.4. Cold draughts from incoming ventilation air in cold weather shall not cause thermal discomfort to occupants.

1.2. Acoustics:

1.2.1. Background noise level in each teaching and learning spaces shall not exceed the Design Indoor Ambient Noise Level (IANL) by more than 5 dBA when the windows are open for ventilation as defined in Table 1.1 of Acoustic Design of Schools 2011 and equipment that is normally continuously in use during teaching and learning activities including data projectors and ICT equipment is in use. The ventilation openings shall be open so as to satisfy the 1500ppm CO₂ air quality operational target.

1.3. ~~Lighting Efficiency~~ Quality:

1.3.1. When measured with a calibrated light meter the lux levels shall be greater than or equal to the horizontal/task maintained illuminance levels and the cylindrical illuminance levels and less than the maximum maintained illuminance levels given on the area data sheets.

1.3.2. The ~~maximum lighting energy load in classroom~~ teaching spaces shall be ~~less than 2.4W/m² per 100 lux of illumination.~~ free from disabling glare.

2. Room temperature:

2.1. All room temperature sensors used to control room temperatures shall at all times measure a temperature that does not deviate from the air temperature by more than 3°C. ~~Measurement~~ Verification of accuracy shall be by six monthly spot-checks with a handheld thermometer.

2.2. PIU requirements for internal air temperatures:

2.2.1. ~~2.1.1.~~ ~~To~~ to prevent summertime overheating: Summertime temperatures shall be reported to the SMT and the Contract Manager. Under the Payment Mechanism the Contractor is required to meet the following performance standard:

2.2.1.1. ~~2.1.2.~~ ~~For~~ for the defined occupied period in a School Day an acceptable standard of thermal comfort shall be achieved over the year in each teaching

space in new and refurbished buildings. The following method shall be used to demonstrate this:

- 2.2.1.1.1. ~~2.1.2.1.1. When~~ when the spaces are occupied for a period of more than 30 minutes the following shall be observed:
- 2.2.1.1.2. ~~2.1.2.1.2. When~~ when the external air temperature is 20°C, or higher, and the diurnal temperature range^{+3/14} (lowest temperature from the previous night to the maximum daytime temperature the following day) exceeds 4°C, the internal air temperature^{+4/15} shall not exceed the external air temperature by more than 5 °C_±.
- 2.2.1.1.3. ~~2.1.2.1.3. The~~ the temperatures shall be achieved when windows, fans and ventilation systems are operated to reduce summertime temperatures and the space has the intended number of occupants and the internal heat gains from, teaching equipment, including computers and data projectors does not exceed 15 W/m²._±
- 2.2.1.1.4. ~~2.1.2.2. The~~ the preferred method of measurement is continuous monitoring of inside and external air temperatures but spot measurements during peak summertime conditions are acceptable._±
and
- 2.2.1.1.5. ~~2.1.2.3. Diurnal~~ diurnal temperature ranges will require measurement of external air temperature at the School using a screened thermostat such that the reading is not unduly affected by direct solar radiation or indirect radiation.

Room temperatures in winter time

~~2.2.2.2.1.3.~~ The heating system shall be capable of maintaining the air temperatures given in the ADS and the following table, in winter time, measured at 1m from the floor in the centre of the room:

	Normal maintained air temperature to be achieved by the heating system in less than 20 minutes after closing any external doors - ^{0/0} C ^{+5/16}	Minimum maintained air temperature provided by heating system during occupancy at the CIBSE outside design conditions ⁺⁶ - ^{0/0} C	Maximum air temperature during wintertime at maximum occupancy - ^{0/0} C
Stores	5°C	N/A	N/A
Areas where there is a higher than normal level of physical	17°C	15°C	23°C

^{+3/14} The diurnal temperature range is typically 7°C and is > 4°C on approximately 2/3rds of nights, i.e., except when there are anti-cyclonic conditions.

⁺⁵ ~~This temperature is to be used for energy consumption calculations~~

⁺⁶ ~~This temperature is to be used for energy consumption calculations~~

⁺⁶ ~~See CIBSE Table X, Guide Y.~~

activity (such as sports halls) and sleeping accommodation			
Toilets, circulation spaces and store rooms that are normally occupied	17°C	15°C	26°C
Kitchen preparation areas	20°C	15°C	N/A
Spaces with normal level of activity, teaching, study, exams, admin and staff areas, prep rooms	20°C	18°C	26°C
Spaces with less than normal level of activity or clothing, including sick, isolation rooms, changing rooms; and Gymnasia and dance and movement studios	21°C	19°C	26°C
Special schools and resourced provision, where needs of Pupils tend to be complex and varied, including Pupils with physical difficulties or profound and multiple learning difficulties.	23°C	21°C	25°C
Where Pupils or adults may be wet and partially clothed for a significant length of time, such as swimming pools	23°C in changing rooms and no more than <u>1°C</u> above or below that of the water temperature in pool halls subject to a maximum of <u>30°C</u>	21°C in changing rooms and no more than <u>1°C</u> below that of the water temperature in pool halls	28°C in changing rooms and no more than <u>1°C</u> above that of the water temperature subject to a maximum of <u>30°C</u> in pool halls
Where young children or those with SEN or physical disabilities may be wet or partially clothed for a significant length of time Rapidly of air movement can lead to chilling by evaporation and to compensate, a higher design temperature may be required.	25°C The air speed in these environments should not exceed 0.1 m/s at 25°C	23°C	30°C

Monitoring temperatures

~~2.2.3, 2.1.4.~~ The preferred method of measurement is continuous monitoring of inside air temperatures but spot measurements during winter time and mid-season conditions is acceptable.

~~2.2.4, 2.1.5.~~ The iSERVcmb application or similar on line reporting and monitoring systems shall be used where possible to report on Performance in Use to the School and the Authority ~~and benchmark PIU as required in KPIs B6 to B11.~~

~~Hot and cold water services~~

~~2.1.6. The Contractor shall:~~

~~2.1.6.1. — Produce a water quality policy document setting out the guidance and strategy that will be followed to protect employees and others who may be affected by its business operations against the risk of Legionella infection arising from plant, equipment, facilities, work or work related activities. It shall include the framework of the procedures designed to achieve this aim, and set out the stages and objectives relevant at each stage. It shall specify the management, operational and specialist responsibilities and lay down a clear management and communication structure to ensure that it fails safe. For an example of a policy and associated standards that meet the majority of insurance requirements; see Worcestershire County Council arrangements for control of Legionella and maintenance of wholesome water quality in County Council buildings, available at http://www.worcestershire.gov.uk/cms/community_and_living/property_services/useful_documents.aspx. It will clearly set out which tasks are part of the School's day to day monitoring and maintenance to be included in Soft Services provided by the School and which maintenance tasks will be carried out by the Contractor;~~

~~2.1.6.2. — Provide water service to outlet points of the correct type, sufficient rate and suitable temperature to meet the prescribed standards;~~

~~2.1.6.3. — Supply mains water or tanked potable water direct to internal areas, including kitchens, staff/rest rooms, technology rooms, vending machines and medical rooms, as detailed in the FOS and ADS.~~

~~2.1.6.4. — Provide water service to outlet points designed to operate in a safe condition appropriate to the process, function and specific areas being served;~~

~~2.1.6.5. — Provide water service to outlet points that comply with the Water Fittings Regulations BS6700 and BS6465 and are installed and commissioned in accordance with the provisions of the Health and Safety Commission Code of Practice for the Prevention and Control of Legionellosis and disinfected to comply with current standards.~~

Thermal Efficiency of Domestic Hot Water systems

- ~~2.1.7. The Contractor shall provide calculations of the annual efficiency of hot water systems for Secondary Schools. These should compare the energy in the hot water used to the fuel input. The Contractor shall measure by flow metering and providing temperature records of domestic hot water supplies and metering of fuel consumption.~~
- ~~2.1.8. The Contractor shall ensure that the overall hot water service operating efficiency (defined as energy contained in the hot water exiting from outlets such as taps and shower heads, related to the supply side energy used for hot water generation) shall not be less than 45% on an annual basis.~~

Boiler plant and direct fired hot water generators

Commissioning/Acceptance and Annual Tests for boiler/flue systems.

- ~~2.1.9. For all boiler plant and direct fired hot water generators of output greater than 4kW the Contractor shall carry out commissioning and annual performance tests for emissions and combustion efficiency as described in the FOS Part 1B and in accordance with the following requirements:-~~
- ~~2.1.10. The Contractor shall test the boiler/flue system during commissioning once the boiler can be brought up to full fire for a sustained period as follows:~~
- ~~2.1.10.1. — By Flue Gas Analysis with an EN 50379:2 compliant instrument~~
 - ~~2.1.10.2. — At full fire and at low fire~~
 - ~~2.1.10.3. — For O₂, CO, CO₂, HC measured in mg/m³.~~
 - ~~2.1.10.4. — To record the temperature of the incoming combustion air and of the flue gases.~~
 - ~~2.1.10.5. — For pressure differential to verify the performance of the flue. The flue system must be tested to ensure that its leakage rate does not exceed that designated according to EN1443 for the particular flue type.~~
 - ~~2.1.10.6. — The flue gas loss % (i.e. — % energy loss up flue [Siegert Formula]), lambda (the degree to which the fuel air mix approaches the ideal); boiler efficiency and dew point shall be recorded.~~

Annual Monitoring.

- ~~2.2. The Contractor shall repeat the test outlined above annually to provide an independent check on the system's efficiency and its emissions. The Contractor shall record all the results from these commissioning and annual performance tests.~~

Annex 2 - Service Quality Standards¹⁷

These Service Quality Standards cover the continual expected performance of the building, its grounds and its related plumbing, drainage, mechanical and electrical services which are not covered by the Performance and Availability regimes, but provide protection to the end users enjoyment of its facilities.

The Building, including its mechanical & electrical and internal plumbing and drainage systems:

- shall be structurally sound, secure or fixed to their intended point of anchorage and weatherproof where appropriate;
- shall be free from damp penetration or spalling, free from debris (especially where it can harbour vermin and/or pests), corrosion, organic growth and blockages;
- external surfaces shall be free from cracks and/or deflection or any other surface degradation inconsistent with a building maintained in accordance with Legislation and Good Industry Practice; and
- internal surfaces shall be free from all but minor surface blemishes or shrinkage cracks, subject to due wear and tear;

The Contractor will have additional responsibility to maintain the following elements to a quality standard described

Doors, windows, hatches, vents and cupboards:

- shall operate as intended, in a safe way, without making undue noise and without including observable strains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way; and
- luminescent strips, signs, notices, warning signs provided by the Contractor shall be intact, legible and illuminated as appropriate in accordance with Legislation and good industry practice;

Internal finishings and coverings:

- shall be free from tears, scoring or any other damage that is unsightly and/or could cause a health and safety hazard; and
- flooring shall facilitate adequate drainage where necessary;

Mechanical & electrical and internal plumbing & drainage systems:

- shall function without leaks, drips, undue noise or vibration;
- shall function without discharges from overflow pipes or similar warning systems;
- lifts will have a fully functioning emergency communication system;
- labelling, signs, notices, warning signs provided by the Contractor are maintained intact, legible and illuminated as appropriate in accordance with Legislation and good industry practice; and
- drainage shall be free from persistent odour and be free-flowing (unless as a result of a lack of cleaning); and

External Site Elements including lighting, barriers, fencing, storage, furniture and equipment:

- shall be structurally sound, safe, secure or fixed to their intended point of anchorage;
- external surfaces shall be free from cracks and/or deflection or any other surface degradation inconsistent with being maintained in accordance with Legislation and good industry practice;
- where appropriate have even surfaces or otherwise facilitate drainage with no potholes or sinkings;
- shall be free from standing water; and
- drainage shall be free from persistent odour and shall be free-flowing (unless as a result of a lack of cleaning).

Appendix A - Performance Standards

Key Performance Indices (KPIs)

Example Codes and Text Requirements

General Service Requirements – CODE OPTIONS							
Facilities Management Services – Table 2 – Key Performance Indicators							
1	2		3	4	5	6	
Service Requirement	Specific Requirement (KPI)		Monitoring Details¹⁷ and other Relevant Information	Performance Standard	Service Detail		
	Ref.	Detail			Priority Category¹⁸	Area or Service Based	Rectification Applies?
					6.1	6.2	6.3
<i>Broad service heading</i>	<i>Ref. of specific service¹⁹</i>	<i>Details of specific service³</i>	<i>Other details relating to specific service³</i>	<i>Level of performance necessary to satisfy the Service Requirement</i>	<i>e.g. S=Super</i>	<i>e.g. S=</i>	<i>e.g. N=no</i>
	<i>e.g. MI, BI,</i>	<i>e.g. descriptive text</i>	<i>e.g. AA frequency of monitoring and 1,9</i>	<i>Possible Service Failure code(s) applicable (to save writing them all out)</i>	<i>H=high</i>	<i>service</i>	<i>Y=ye</i>

¹⁷ The School shall insert Monitoring details

¹⁸ The School shall insert Service Priority Category details

¹⁹ The term "specific service" is used here meaning a more detailed description of the type of service required under the broader service category heading. It does not mean Specific Service as in the Specific Service Requirements.

General Service Requirements – CODE OPTIONS

Facilities Management Services – Table 2 – Key Performance Indicators

1	2	3	4	5	6		
Service Requirement	Specific Requirement (KPI)		Monitoring Details¹⁷ and other Relevant Information	Performance Standard	Service Detail		
	Ref.	Detail			Priority Category¹⁸	Area or Service Based	Rectification Applies?
					6.1	6.2	6.3
Descriptive text	<i>etc</i>	<i>then – next – Ref i.e. M2, B3 etc</i>	<i>type of monitoring as per tables below</i>	<i>e.g.:</i> <ul style="list-style-type: none"> • <i>F1 plus text if required</i> • <i>F1 = Failure to meet specification</i> • <i>H1 = Health & Safety Failure</i> • <i>FW = Written description of failure or just write it</i> 	<i>M = Medium</i> <i>L = low</i>	<i>A = Area</i> <i>O = Other</i> <i>Other is when It is considered neither or a mix of both.</i>	

Key to table above

Column 1 — Service Requirement — Description of the Service Requirement to be delivered

Column 2 — Specific Requirement: Ref — Short Code Reference of the Service Requirement in sequence e.g. M1, M2, B1, etc

Column 3 — Specific Requirement: Detail — Descriptive text of the detailed requirement

Column 4 — Monitoring details — Description of the principal (most likely) monitoring arrangements that shall be used to monitor the achievement of the KPI (See Table below) and other relevant information as text.

Column 5 — Performance Standard — The standard required for the requirement performance

Introduction

The Performance Standards set out below are to be applied with reference to the following guidance:

PS Ref: The unique identifier for each Performance Standard

Performance Standard: The short description of the Performance Standard

Performance Requirement: A description of the standard that the Contractor is expected to achieve.

~~Column 6.1 Priority Category~~ — ~~The level of Priority attached to the service~~ Priority Category: The Category used to determine the level of deduction and (where rectification applies) the Response and Rectification time applicable to the failure

~~Column 6.2 Area or Service based failure~~ — ~~Whether the failure is based on a specific room/area or a general service failure~~

~~Column 6.3 Rectification applies~~ — ~~Whether rectification shall apply or not~~

~~For each Service Requirement: Codes (or written explanation if necessary to be added in the Monitoring column): Monitoring Failure type; Monitoring type and Monitoring Frequencies. Multiple codes may be used where appropriate.~~

~~Failure Type~~

~~In each of the tables examples of the codes required to provide the School's requirement have been entered for illustrative purposes only. These are not intended in any way to be recommendations. The School needs to consider their requirement and selection of the codes for their particular project and School's requirements.~~

Table 1: Monitoring Frequency codes. (Most likely code or combination of codes to be inserted in Column 4)

Performance Monitoring Period code	Frequency
PR	Per request
AA	As appropriate
M	Monthly
Q	Quarterly
T	Per School Term
B	Bi-annually
A	Annually

Table 2:

Periodic (P) or Event (E) Standard: Identifies whether the Periodic deduction level or Event deduction level applies.

Rectification Applies (Y/N): Identifies whether the Rectification period applies to failures under this standard - Yes (Y) or No (N).

Monitoring Frequency: for Periodic Standards, the frequency of monitoring / reporting to be applied to the standard. (Daily, Monthly, Annually etc.) all Event Standards should be measured “per event” or “per request”.

Monitoring Methods: identifies which of the following monitoring methods should be used to monitor and report the occurrence of a failure. The Contractor shall describe the approach to monitoring failures in the Service Delivery Proposals.

Monitoring Method codes (insert in Column 4 several codes can be used) Codes Table:

code <u>Code</u>	
1	School/the <u>Helpdesk Records: records of Authority & Contractor reports to the Helpdesk,</u> Helpdesk Records
2	<u>Contractor's Proposals: Comparison with</u> agreed Method Statements <u>Contractor's Proposals including Service Delivery Proposals</u>
3	<u>Service Quality Standards: Comparison against</u> agreed benchmark (applies to format of reports etc) <u>Service Quality Standard</u>
4	The Contractor self monitoring (in accordance with the Performance Monitoring Programme) <u>Statutory Obligations: Comparison against Statutory obligations, including insurance requirements</u>
5	Soft Landings approach <u>Contractor Self Monitoring: Identified through the Contractor's own monitoring methods, POE</u> as described in the Service Delivery Plans. Including the analysis of complaints
6	Statutory inspections as required by legislation
7 <u>6</u>	School /DfE audit (analysis of complaints, random visits, <u>Authority Audit: Identified through the Authority's audit - validation checks of the Contractor's data, random visits and deliberate testing etc)</u> (including Audit by an independent technical advisor.
8	Ad hoc Inspection

Use of Key Performance Indicators and Service Performance Monitoring

~~The Contractor will be expected to deliver all Services and make available all areas to the levels and standards detailed within the relevant parts of the Output Specification throughout the specified Required Periods and periods of Community Use (where applicable). Specific details of the Required Periods and any Community Use will be listed in the Contract.~~

~~This Section details the Service Requirements and Specific Requirements for this project. Each Specific Requirement has a corresponding Key Performance Indicator that describes the criteria used to determine whether the Contractor has delivered the Service to the standards required. The KPIs provide the basis on which the Contractor's performance will be measured and on which deductions to payments may be made~~

1.1. Performance Failures¹⁸

Deductions for Performance Failures shall be calculated in accordance with the Payment Mechanism.

Each KPI is allocated two Performance Monitoring parameters:

- ~~Frequency~~ — this states the time period over which the KPI will be monitored
- ~~Method~~ — this states how and by which party the monitoring shall be conducted

~~The Performance Monitoring parameters are summarised as:~~

~~The Contractor is also required to provide the School with a performance monitoring programme three months prior to the commencement of each Service. The performance monitoring programme should propose a monitoring system that is consistent across all Services and outlines the actions the Contractor intends to undertake to monitor the performance of Services provided to the School, in accordance with the Project Agreement and the Performance Requirements. The performance monitoring programme must be agreed with the Authority/School prior to the Services Availability Date.~~

~~Failure codes can be used for use in completing the Output Specification table to indicate 'type of failure' i.e. 'failure to comply with the requirement' is F1. Other suggestions are in the table below, this will save time and effort in re-typing each time~~

Failure code	Explanation of failure code
F1	Failure to comply with the requirement
H1	Failure due to Health & Safety

¹⁸Deduction Levels should be set on a project by project basis, and should be calibrated in line with SOPC Guidance

FW

Failure written out if neither of the two above fit the requirement

~~Other failure categories codes can be devised and implemented to save time in classifying repetitive failure types. Please state these clearly. Where the failure needs to be explained in words then the code alongside should be FW followed by the written definition of the failure.~~

Monthly Reporting

~~The Contractor shall prepare a Monitoring Report and deliver to the Authority and School within 10 Business Days following the end of the Contract Month. The Monitoring Report shall contain the information required by this SOS the Payment Mechanism and the operative provisions of the Project Agreement.~~

The Payment Mechanism

~~The Performance Requirements and Key Performance Indicators (KPI) provide the tools to measure the Contractor's performance on each Service against the standards required by the School. Service Performance Shortfall will be deemed to have occurred when one or more of the Key Performance Indicators are not satisfied. The Contractor may have a Rectification Period within which to address the shortfall, failing which Performance Deductions can be applied by the Authority under the terms of the Payment Mechanism.~~

~~In the event of a Service Performance Shortfall the Authority has the right to make a deduction from the Monthly Unitary Charge paid to the Contractor depending on the detail of the Payment Mechanism. The magnitude of these deductions depends upon the Service Priority attached to the KPI corresponding to the Service Performance Shortfall. Each KPI has been allocated a Service Priority, ranging from "Low" to "Medium" to "High" to "Super". This reflects the relative importance of the Service and that particular KPI. The Payment Mechanism sets out the Service Failure Deductions corresponding to each Service Priority Category. For reference these are repeated in the table below.~~

~~Certain KPIs will be area-based e.g. B6 is an area-based KPI in respect of the indoor air quality. This means that the failure to meet the B6 KPI in respect of 10 separate areas will mean 10 separate Service Performance Shortfalls.~~

~~Other KPIs will be monitored on a service basis (i.e. across the entire School(s)) for example, M1, which is the KPI relating to the Helpdesk Service~~

Service Failures

Table 3: Facilities Management Service Failures

Service Failure Deduction table (Service Priority Category Column 6.1) original in the Payment Mechanism document, [the table below has been extracted from the Payment Mechanism for ease of reference.](#)

Service-	Event (E) per Core Session (£for Standards)	Deductions (£)Deduction (Non-Area Based Performance(P))	Code for inclusion in the Service Priority Column reference table below
Low	[£5]	[£50]	L
Medium	[£10]	[£75]	M
High	[£20]	[£100]	H
[Super]	[£50]	[£250]	S

Service Priority Category is set to the level of impact inconvenience the service failure is likely cause and is a relative assessment.

Table 4: Area or Service (Area or Non-Area based Column 6.2)

Area or Service based failures are to be used depending on the service. For example summertime overheating is an ‘Area-based’ failure as it can affect every teaching space. ‘Performance Deductions’ are as described in the Payment Mechanism Part IV Performance Deductions.

Service Failure Category	Code	Criteria	Comment
Area-Based	AB	Relates to common features of rooms e.g. waste bins	Service Failure can be appropriate to a number of areas
Point In-Time Non-Area-Based	PITNAB	Based on general service related issues e.g. staff name badge	Service Failure can be for a number of non-area specific items
Periodic Non-Area-Based	PNAB	Where the School cannot determine the category or where the potential failure does not fit into either of the other two categories	Service failure can be for a number of events

Area, Service or Other based failures (refers to column 6.2)

Area or Service based failures are to be used depending on the Service. For example: summertime overheating is an Area based failure as it can affect each teaching space. A service based failure can be a staff issue e.g. Staff not wearing appropriate clothing and identification. The service based failure

~~does not matter which room the staff member is in. Where there is difficulty in determining what the service-based failure might be then the School can mark the failure as ‘other’ and treat the failure penalty as a Service based failure. Other based failures will be fed back to the Authority in order to develop this section further.~~

Rectification (Column 6.3)

~~In cases where a Service Performance Shortfall is capable of remedy, a rectification Period can be allowed to the Contractor to provide the relevant rectification. The Authority will have to determine whether rectification without penalty is acceptable. In most cases remedy will be required whether or not a Rectification Period is permitted. The Service KPI details provided in this specify, in each case where rectification will be allowed to the FM Contractor.~~

~~Where Rectification is allowed the method for allocating the Rectification Period will be as set out in the Payment Mechanism.~~

~~Rectification codes refer to Column 6.3 of the KPI table and are; Y = Yes, N = No~~

~~The School will determine for each KPI whether it is appropriate to allow some rectification time or not for the type of failure or to record a service failure immediately.~~

1.2. Response and Rectification Times¹⁹

Where Rectification applies (as identified in the Performance Standards Table) the Contractor shall Respond and Rectify the failure in accordance with the timescales indicated in the table below, and failure to do so shall be treated as a Performance Failure.

<u>Response Category</u>	<u>Response Period</u>	<u>Rectification Period</u>	<u>Description</u>
<u>Urgent</u>	<u>[1] Hour</u>	<u>[4] hours or, where a Temporary Rectification has been carried out within [1] hours, [4] Core School Hours</u>	<u>A Performance Shortfall that gives rise to an immediate threat to Health & Safety of any person, but does not render the area Unavailable</u>
<u>Important</u>	<u>[4] Hours</u>	<u>[8] Hours or where a Temporary Rectification has been carried out</u>	<u>A Performance Failure that causes disruption to the Authority, Authority Service Providers or Users but does not render the</u>

¹⁹ Response & Rectification timescales should be set on a project by project basis, and must take account of the cost implications of setting response times that will require the Contractor to base staff on site during all Core Hours in order to avoid deduction

		<u>within [4] hours, [8] Core School Hours</u>	<u>area Unavailable, nor give rise to a threat to the health & safety of any person.</u>
<u>Routine</u>	<u>[8] Hours</u>	<u>[8]Core School Hours</u>	<u>A Performance Failure that is neither Urgent nor Important.</u>

~~For reference the table below identifies the different types of Rectification Periods for Service Performance Shortfalls depending upon the severity of the failure. These are The category to be applied should be determined at the point of service failure, and ~~due to~~ based upon the nature of the service failure itself. These Rectification arrangements are included in the Payment Mechanism, and is not a matter of Authority or Contractor choice.~~

Priority Category	Description	Rectification Period
Urgent	Matters that impinge upon the operational function of the School including the operation of the Helpdesk service	Before commencement of the subsequent Core Session
Routine	Matters adversely affecting the user's enjoyment of the School or otherwise of an administrative or routine nature	Within 10 Core Sessions ²⁰

~~The Management Services Key Performance Indicators (KPIs) and Performance Standards are detailed below.~~

~~(Codes used in the tables below are for illustrative reasons only and are not to be considered recommendations)~~

General Service Requirements				
Facilities Management Service Table 2 Key Performance Indicators				
Service	Specific Requirement (KPI)	Monitoring	Performance Standard	Service Detail

²⁰ This includes the Core Session in which the Service Performance Shortfall was recorded.

Requirement	Ref	Detail	Details²¹ and other Relevant Information		Priority Category²²	Area or Service Based code	Rectification Applies?
Annual Facilities Management Service Delivery Proposal.	M1	<p>The Contractor shall provide an Annual Facilities Management Service Delivery Proposal (FMSDP) for each School All works to be carried out in accordance with the Service Delivery Proposal, maintenance regime and programme and additional works as may be necessary to ensure compliance with all Performance Requirements of the Output Specification and other contractual obligations.</p> <p>The FMSDP will include the following:</p> <p>Health and Safety Management (See M2)</p> <p>Statutory Testing (See M3)</p> <p>Buildings and Asset Maintenance (See B1)</p> <p>Energy and Utilities Management (See E1)</p> <p>Energy Efficiency (See E2)</p> <p>Water Efficiency (See E6)</p> <p>Fire Safety Management (see B13)</p> <p>Maintenance and Waste Efficiency</p>	A, 2,3,6,7	<p>No failure to provide the agreed Plan within [2] weeks prior to the Annual Review Meeting.</p> <p>No failure to comply with agreed schedules and other such works as may be necessary to maintain all areas in accordance with the requirements of the Output Specification and other contractual obligations.</p> <p>When expending asset replacement funds the Contractor is to identify opportunities for invest to save measures for example including energy efficiency measures to reduce energy and utility running costs.</p>	H	S	N

²¹ The Authority shall insert Monitoring details

²² The Authority shall insert Service Priority Category details

		(B15)						
Health and Safety Management	M2	<p>Produce initial Health and Safety Plan with the Authority and School and develop, implement and maintain the Health and Safety Plan with the School to demonstrate compliance with all statutory, regulatory and relevant health and safety instruction affecting the management and operation of the School, the scope and content of which is agreed with the Authority and the Schools and included within the FMSDP. The plan shall integrate fully with all of the School's plans and procedures relating to H&S.</p> <p>Elements of the Health and Safety Plan shall be produced by the Contractor to cover all life-cycled elements and a copy shall be handed to the Authority on completion of the works.</p> <p>The School is responsible for maintenance of all FF&E that is not life-cycled by the Contractor.</p>	A	<p>This KPI also includes that a comprehensive and up-to-date health and safety manual is available and used by FM Contractor Related Parties and School Employees.</p>	No failure to produce the initial H&S plan and to continue to develop, implement and maintain the plan.	M	S	N
Undertake Statutory	M3	The Contractor shall undertake Statutory Testing of life-cycled elements at times agreed with the	AA 6		No failure to carry out tests on building services and systems and other life-cycled elements in	M	S	N

Testing-		Authority: Tests shall be in accordance with HSE and Statutory Authority guidance and all Legislation.		accordance with the required frequency and complete all necessary documentation. No incidence of copies of test certification and documentation not being available to the School.			
Performance monitoring and reporting	M4	To provide a robust performance monitoring programme and carry out monitoring in accordance with it and report on response to Helpdesk calls	AA ‡	FW No failure to provide draft and final quarterly performance reports, in respect of each quarter in correct format no more than 5 Business Days after the end of the relevant Contract Month	M	S	N
	M5	The Contractor has met with the School's Representative at least quarterly. The Contractor shall attend termly premises committee meetings	Q ‡ F ‡	F1 (e.g. No failure to attend meetings)	M	S	N
	M6	The Contractor, to carry out site walkabouts to observe occupation patterns to spot emerging issues which impact on building performance. Carried out in months 1 to 9 of service availability date of the buildings once occupied. Work with members of the design team and School on reporting on emerging issues and follow up actions. To cover stage 4 Soft Landings Framework Initial Aftercare	M 5	F1 (e.g. No failure to carry out walkabouts)	H		Y

	M7	Carry out a User Satisfaction Surveys as part of POE as required by the Payment Mechanism. Carried out at around 9 months after the Services Availability Date to cover the summer and winter periods with School users. The POE is to assess the technical and functional performance of the School Buildings and grounds and includes users satisfaction; environmental comfort of users in both winter and summer; functionality of learning and non-learning spaces. It is used as part of the Continuous Improvement Plan along with the assessment of the PIU Targets and energy monitoring. Report on emerging issues and follow up actions with the School.:	AA 5	F1	H	S	Y
Helpdesk System:	M8	Develop, install, operate, manage and maintain a Helpdesk System to receive record, action and monitor SMS, e-mail and telephone calls/notification of faults, incidents, non-compliance.	AA, 1	FW No failure to log and record Service calls/notifications made during the School Day.	H	S	N
	M9	Develop and manage a simple to use Building Use Guide including helpdesk criteria. To cover stage 4 Soft Landings Framework— Initial Aftercare	AA 5	F1	H	S	Y
Operation of Helpdesk	M10	SMS, e-mail and telephone voice recorded messages to be acknowledged	AA	FW No failure to acknowledge 95% of all messages and calls	L	S	N

Facility		within 1 Business Day	8	within 1 Business Day and in an appropriate manner.			
	M11	FM Contractor to provide School with remote access "read-only" facility to access help desk requests, notifications, actions and task completions.	AA 1	FW No failure to provide Helpdesk records on request, given 2 days' notice.	M	S	N
Staff — safety and security	M12	All proposed site-based Contractor Related Parties have been screened before employment in this Service. All staff who have the opportunity for contact with children on a regular and unsupervised basis must demonstrate that they are not barred from such work by the Independent Safeguarding Authority.	Screening means in accordance with the British Security Industry association's code of practice and the Criminal Records Bureau A 8	F1 (e.g. No failure to carry out the required checks and provided the necessary written confirmation of staff clearance) The Contractor must confirm that all staff are not barred by use of an enhanced level Criminal Records Disclosure, which will also reveal any relevant spent or unspent cautions or convictions. For immigrant workers the Contractor must also obtain a certificate of good conduct from the Country of origin. (http://www.fco.gov.uk/en/about-us/what-we-do/services-we-deliver/legal-services/local-document-search/010-certificate-of-good-conduct/).	H	S	N

Induction	M13	The Contractor to participate in School induction programmes as agreed with the relevant School's Representative. Programmes will be reviewed and agreed every 12 months.	AA 8	FW No failure to participate in induction programmes for new Contractor, or School employees	M	S	N
Staff behaviour and appearance	M14	The Contractor Related Parties behave appropriately in a School environment and in accordance with School and site rules and regulations and are dressed for the task to be completed and with regard to the School environment and wear valid identification badge at all times	AA 4	F1	H	S	N
Pre Handover School staff training	M15	School premises and Teaching staff trained on new building system as detailed in Appendix E of the SOS. All initial training to be completed 1 month following the Services Availability Date or as otherwise agreed with the Schools. Review training to suit seasonal needs ie training in heating season.	AA 5	F1	S	PITNAB	Y
	M16	The Contractor shall present the content of the Building Users Guide including helpline criteria during induction and training to the School users. The guidance is a simple to use non technical guide that introduces School users to how their building operates and how the local room controls work	AA 5	F1	H	S	Y

Notes

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~~M7—listed with monitoring details of "AA"; because the performance standard is a measure of average performance it will need to be measured over a period of time, probably quarterly~~

~~M9 (and other KPI's)—the listing of Monitoring Details of "AA" and "A" is to mean the standard is a Point in Time KPI and that a deduction can be applied in any core session where the KPI is not fulfilled and that the Contractor must carry out an annual audit of compliance—in which case it may be appropriate for School's to distinguish between these two types of frequency~~

	<u>Performance Standard</u>	<u>Performance Requirement</u>	<u>Priority Category</u>	<u>Periodic (P) or Event (E) Standard</u>	<u>Rectification Applies (Y or N)</u>	<u>Monitoring Frequency</u>	<u>Monitoring Method (s)</u>	<u>Definition of Failure</u>
	<u>Post Occupancy Evaluation</u>							
<u>PS1</u>	<u>Post Occupancy Evaluation</u>	<u>Contractor shall carry out the activities identified in the Soft Landings Framework, Post Occupancy Evaluation and Building Performance Evaluation Requirements in accordance with 2.3.29 and paragraph 2.4.</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annual</u>	<u>2</u>	<u>Failure to carry out the activities identified in Soft Landings, Post Occupancy Evaluation and Building Performance Evaluation Requirements</u>
<u>PS2</u>	<u>Post Occupancy Evaluation Report</u>	<u>Contractor shall provide the Post Occupancy Evaluation Report compliant with the requirements of 2.3.29</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annual</u>	<u>2</u>	<u>Failure to provide the Post Occupancy Evaluation report within [30] Business Days of relevant Survey Date;</u>
<u>PS3</u>	<u>Performance In Use Standards</u>	<u>Contractor shall ensure that every area within the Facility meets all the appropriate Performance in Use(PIU) Standards within [3] months of Service Commencement and Annually thereafter</u>	<u>[High]</u>	<u>P</u>	<u>Y</u>	<u>Per Area</u>	<u>2</u>	<u>Failure of an area to meet all the relevant PIU Standards at the point of checking.</u> <u>Failure to check all the relevant PIU Standards in any area within [90]Business Days of Service Commencement or Annually</u>
	<u>Management</u>							
<u>PS4</u>	<u>Service Delivery Proposals</u>	<u>Contractor shall update each</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annually</u>	<u>2</u>	<u>Failure to provide any updated</u>

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	<u>Performance Standard</u>	<u>Performance Requirement</u>	<u>Priority Category</u>	<u>Periodic (P) or Event (E) Standard</u>	<u>Rectification Applies (Y or N)</u>	<u>Monitoring Frequency</u>	<u>Monitoring Method (s)</u>	<u>Definition of Failure</u>
	<u>and associated Plans</u>	<u>Service Delivery Proposal and any associated Plan as required by this SOS and provide this to the Authority's Representative for review not less than [30] days prior to the commencement of each Contract Year.</u>						<u>Service Delivery Proposal or Plan within [3] Business Days of the due date</u>
<u>PS5</u>	<u>Changes to Service Delivery Proposals</u>	<u>Notification of any change to Service Delivery Proposals as required by paragraph 2.3.9</u>	<u>[Medium]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>5</u>	<u>Failure to provide the Authority with notice of any changes [5] Business Days prior to the change taking effect.</u>
<u>Staff & Training</u>								
<u>PS6</u>	<u>Staff Checks</u>	<u>Contractor's Staff checks as required by paragraph 1.9.1</u>	<u>[Medium]</u>	<u>E</u>	<u>N</u>	<u>Per event</u>	<u>5</u>	<u>Each incident of Staff being at the Facility who have not undergone the required checks</u>
<u>PS7</u>	<u>Soft Services and School Training</u>	<u>Training to be carried out pursuant to the Soft Services and School Training Plan as required by paragraph 2.4.3.</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Per Activity</u>	<u>2, 5</u>	<u>Each failure to carry out Training activities within [5] Business Days of the time scheduled in the Soft Services and School Training Plan.</u>
<u>PS8</u>	<u>Staff Induction</u>	<u>Maintenance and update of Induction programme as required by paragraphs 1.9.2 and 1.9.4</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Annual</u>	<u>5</u>	<u>Failure to produce up to date induction programme within [5] Business Days of a request from the School Representative</u>
<u>PS9</u>	<u>Staff behaviour & appearance</u>	<u>All Contractor Staff and Contractor Related Parties to comply with the requirements of paragraph 1.9.5</u>	<u>[Low]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>5, 6</u>	<u>Each incident of non-compliance with the requirements of paragraph 1.9.5</u>
<u>Communications Contingency Planning</u>								
<u>PS10</u>	<u>Disruption</u>	<u>Contractor shall obtain written consent from the School Representative (copied to the Authority Representative) prior to carrying out any Services that may cause disruption to the</u>	<u>[High]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>5</u>	<u>Each incident of causing disruption to the School without pre-agreed written consent.</u>

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	<u>Performance Standard</u>	<u>Performance Requirement</u>	<u>Priority Category</u>	<u>Periodic (P) or Event (E) Standard</u>	<u>Rectification Applies (Y or N)</u>	<u>Monitoring Frequency</u>	<u>Monitoring Method (s)</u>	<u>Definition of Failure</u>
		<u>School in accordance with paragraph 1.10.2.5</u>						
<u>PS11</u>	<u>Access to Work System</u>	<u>Compliance with provisions of paragraph 1.10.2.11 and 1.10.2.15</u>	<u>[High]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>1, 5</u>	<u>Each incident of work being carried out without the appropriate Access to Work</u>
<u>PS12</u>	<u>Meeting Attendance</u>	<u>Attending meetings with the School and Authority as agreed under paragraphs 1.10.2.1, 2.3.16, 2.4.1</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Monthly</u>	<u>5, 6</u>	<u>Failure to attend meetings as agreed</u>
<u>PS13</u>	<u>Communications Plan</u>	<u>Provide Communications Plan and annual update of the Communications Plan in accordance with paragraph 2.2.9.</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Annually</u>	<u>2</u>	<u>Failure to provide the updated Communications Plan within [3] Business Days of the due date</u>
<u>PS14</u>	<u>Contingency Plan</u>	<u>Provide Contingency Plan and annual update of Contingency Plan (or as required) in accordance with paragraph 2.2.3.</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Annually</u>	<u>2</u>	<u>Failure to provide the Contingency Plan within [3] Business Days of a request from the School or Authority Representative</u>
<u>PS15</u>	<u>Contingency Plan Implementation</u>	<u>Implementation of Contingency Plan as and when required</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Per Event</u>	<u>2</u>	<u>Each failure to implement the Contingency Plan when necessary</u>
<u>Health & Safety, Quality & Environment</u>								
<u>PS16</u>	<u>Health & Safety Plan</u>	<u>Develop and maintain Health and Safety Plan in accordance with paragraph 1.12</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annually</u>	<u>2</u>	<u>Failure to provide an up to date Health & Safety Plan within [3] Business Days of a request from the Authority Representative</u>
<u>PS17</u>	<u>Health & Safety Implementation</u>	<u>Implementation of Health and Safety Plan in accordance with paragraph 1.12</u>	<u>[High]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>4, 5, 6</u>	<u>Each failure to deliver the Services in accordance with Health & Safety legislation; and/or each failure to implement the Health & Safety Plan.</u>
<u>PS18</u>	<u>Fire Safety Management</u>	<u>Compliance with Fire Safety Management requirements as set out at paragraph 1.12.9</u>	<u>[High]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>1, 4, 5, 6</u>	<u>Each failure of fire safety systems to comply with Law, Good Industry Practice, the Service Quality Standards and the Fire Safety Policy</u>
<u>PS19</u>	<u>Fire Drills</u>	<u>Contractor shall assist the Authority in carrying out fire</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Bi-Annually</u>	<u>5, 6</u>	<u>Failure to provide assistance when requested by the Authority</u>

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		<u>drills in accordance with the requirements of the Fire Safety Policy and agreed with the fire authority or as may be directed by the Authority nominated officer (fire) or Authority Representative</u>						<u>Representative given [5] Business Days notice</u>
<u>PS20</u>	<u>Quality Management Plan</u>	<u>Develop and maintain a Quality Management Plan in accordance with paragraph 1.11</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annually</u>	<u>2</u>	<u>Failure to provide an up to date Quality Management Plan within [3] Business Days of a request from the School Representative or Authority's PS21 Representative.</u>
<u>PS21</u>	<u>Quality Management Plan Implementation</u>	<u>Implementation of Quality Management Plan in relation to all aspects of the Services in accordance with paragraph 1.11.</u>	<u>[Medium]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>5, 6</u>	<u>Each failure to deliver the Services in accordance with Quality Management Plan.</u>
<u>PS22</u>	<u>Environmental Management Plan</u>	<u>Develop and Maintain an Environmental Management Plan in accordance with paragraph 1.13.</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annually</u>	<u>2</u>	<u>Failure to provide an up to date Environmental Management Plan within [3] Business Days of a request from the Authority or School Representative</u>
<u>PS23</u>	<u>Environmental Management Plan Implementation</u>	<u>Implementation of the Environmental Management Plan in all aspects of the Services in accordance with paragraph 1.13.</u>	<u>[Medium]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>5, 6</u>	<u>Each failure to deliver the Services in accordance with Environmental Management Plan.</u>
<u>PS24</u>	<u>Water Quality & Efficiency Plan</u>	<u>The Contractor shall develop and maintain a Water Quality and Efficiency Plan compliant with the Service Output Specification</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annually</u>	<u>2</u>	<u>Failure to provide an up to date Water Quality and Efficiency Plan within [3] Business Days of a request from the Authority Representative</u>
<u>PS25</u>	<u>Building Users' Guide</u>	<u>Develop and Maintain Building Users' Guide in accordance with paragraph 2.2.5.</u>	<u>[Medium]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>2</u>	<u>Failure to produce an up to date Building Users' Guide within [5] Business Days of the requirement</u>

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	<u>Performance Standard</u>	<u>Performance Requirement</u>	<u>Priority Category</u>	<u>Periodic (P) or Event (E) Standard</u>	<u>Rectification Applies (Y or N)</u>	<u>Monitoring Frequency</u>	<u>Monitoring Method (s)</u>	<u>Definition of Failure</u>
								<u>pursuant to paragraph 2.2.5.</u>
	<u>Helpdesk Services</u>							
<u>PS26</u>	<u>Helpdesk Availability</u>	<u>Availability of Helpdesk during the School Day in accordance with paragraph 2.1.1</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Daily</u>	<u>1</u>	<u>Failure to provide the Helpdesk on a School Day</u>
<u>PS27</u>	<u>Out of Hours Helpdesk</u>	<u>Availability of Helpdesk for notification out of School Day in accordance with paragraph 2.1.3</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Daily</u>	<u>1, 2</u>	<u>Failure to provide out of hours Helpdesk as required by paragraph 2.1.3.</u>
<u>PS28</u>	<u>Helpdesk Operating Procedures</u>	<u>Helpdesk to operate as required under paragraph 2.1.</u>	<u>[Low]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>1</u>	<u>Each failure to handle Helpdesk calls and/or maintain Helpdesk records in accordance with the requirements</u>
<u>PS29</u>	<u>Helpdesk Response Times</u>	<u>Helpdesk telephone calls answered within timescales specified under paragraph 2.1.5.</u>	<u>[Low]</u>	<u>E</u>	<u>N</u>	<u>Monthly</u>	<u>1</u>	<u>Failure to demonstrate on a monthly basis that [90%] of Helpdesk calls have been answered within timescales specified in paragraph 2.1.5.</u>
<u>PS30</u>	<u>Helpdesk “Read Only” Access</u>	<u>Provision of “read only” access to Helpdesk records in accordance with paragraph 2.1.11.</u>	<u>[Low]</u>	<u>E</u>	<u>N</u>	<u>Monthly</u>	<u>1, 6</u>	<u>Failure to provide “read only” access to helpdesk records within [2] Business Days of a request from the Authority or School Representative</u>
	<u>Performance Monitoring, Reporting & Record Keeping</u>							
<u>PS31</u>	<u>Performance Monitoring</u>	<u>The Contractor shall monitor its performance in accordance with the provisions of paragraph 2.3.</u>	<u>[Low]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>1, 2</u>	<u>Each failure of the Contractor to monitor performance</u>
<u>PS32</u>	<u>Monthly Review Report</u>	<u>The report required under paragraph 2.3.3</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Monthly</u>	<u>5, 6</u>	<u>Failure of the Contractor provide the Monthly Review Report within [5] Business Days of the end of each Contract Month</u>
<u>PS33</u>	<u>Contractor’s Annual Services Reports</u>	<u>Contractor’s Annual Services Reports as required under clause 39.</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annual</u>	<u>5, 6</u>	<u>Failure of the Contractor provide the Contractor’s Annual Services Report within [10] Business Days of the end of each Contract Year</u>

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<u>PS34</u>	<u>Record Keeping</u>	<u>Records to be kept as required by paragraph 2.3.11</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Per request</u>	<u>2, 6</u>	<u>Each failure of the Contractor to produce any relevant information or compliant records within [5] Business Days of a request from the Authority Representative</u>
<u>PS35</u>	<u>Ad Hoc Reporting</u>	<u>Respond to ad hoc information requests in accordance with the provisions of paragraph 2.3.4.</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Per request</u>	<u>5, 6</u>	<u>Each failure of the Contractor produce any required information or reports within [5] Business Days of a request from the Authority Representative</u>
<u>Maintenance and Lifecycle</u>								
<u>PS36</u>	<u>Five Year Maintenance Plan</u>	<u>Producing, maintaining and updating the Five Year Maintenance Plan in accordance with clause 23 and paragraph 2.6.8.</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annual</u>	<u>2</u>	<u>Failure to provide the updated 5 year Maintenance Plan within [3] Business Days of the due date</u>
<u>PS37</u>	<u>Schedule of Programmed Maintenance</u>	<u>Producing, maintaining and updating the Schedule of Programmed Maintenance in accordance with clause 23 and paragraph 2.6.8</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annual</u>	<u>2</u>	<u>Failure to provide the updated Schedule of Programmed Maintenance within three (3) Business Days of the due date</u>
<u>PS38</u>	<u>Programmed Maintenance</u>	<u>Contractor shall carry out and complete all Programmed Maintenance tasks in accordance with the Schedule of Programmed Maintenance.</u>	<u>[High]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>1, 2</u>	<u>Each failure to complete a Programmed Maintenance task within [30] Business Days of the date identified in the Schedule of Programmed Maintenance</u>
<u>PS39</u>	<u>Lifecycle Schedule</u>	<u>Update the Lifecycle Schedule in accordance with the provisions of clause 23.4</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annual</u>	<u>2</u>	<u>Failure to provide the updated Lifecycle Schedule within [3] Business Days of the due date</u>
<u>PS40</u>	<u>Lifecycle Replacement Tasks</u>	<u>Carry out Lifecycle Replacement in accordance with clause 23.5.1.</u>	<u>[High]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>1, 2</u>	<u>Each failure to complete a Lifecycle replacement task within [30]Business Days of the date identified in the Lifecycle Schedule</u>
<u>PS41</u>	<u>Statutory Testing & Inspection</u>	<u>Carry out Statutory Testing and Inspection in accordance</u>	<u>[High]</u>	<u>E</u>	<u>N</u>	<u>Per Event</u>	<u>4, 1</u>	<u>Each failure to complete a Statutory testing task within [5] Business Days</u>

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		<u>with paragraph 2.6.6.</u>						<u>of the date identified on the Schedule of Programmed Maintenance.</u>
<u>PS42</u>	<u>Reactive Maintenance</u>	<u>Providing Reactive Maintenance in accordance with paragraph 2.6.7.6.</u>	<u>High (Where the fault is Urgent) Medium (where the fault is Important) Low (where the fault is Routine)</u>	<u>E</u>	<u>Y</u>	<u>Per Event</u>	<u>1</u>	<u>Each failure to Rectify the fault within the appropriate Response and Rectification times.</u>
<u>PS43</u>	<u>Compliance with Service Quality Standard (SQS) as set out in Annex 2</u>	<u>Contractor investigates SQS and issues an initial report on remedial action or course of actions to be taken in a fair and reasonable timescale</u>	<u>High</u>	<u>E</u>	<u>Y</u>	<u>Per Event</u>	<u>1,3</u>	<u>Failure to respond to SQS failure, issue a report on course of action and failure to carry out proposed course of action.</u>
<u>PS44</u>	<u>Actions implemented as set out in the initial report to rectify SQS failure</u>	<u>Contractor undertakes work to the appropriate quality standard which rectifies failure in the agreed timescale or on discovery of new cause of failure issues an updated report setting out the remedial action to be taken in a fair and reasonable timescale</u>	<u>High</u>	<u>E</u>	<u>Y</u>	<u>Per Event</u>	<u>2</u>	<u>Failure to implement action to rectify SQS failure as set out in initial report or provide updated report setting out remedial action.</u>
<u>PS45</u>	<u>Contractor undertakes work to the appropriate quality standard which rectifies failure in the agreed timescale or on discovery of new cause of failure issues an updated report setting out the remedial action to be</u>	<u>Contractor undertakes work to the appropriate quality standard which rectifies failure in the agreed timescale.</u>	<u>High</u>	<u>E</u>	<u>Y</u>	<u>Per Event</u>	<u>2</u>	<u>Failure to rectify SQS failure in accordance with initial or updated report.</u>

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	<u>Performance Standard</u>	<u>Performance Requirement</u>	<u>Priority Category</u>	<u>Periodic (P) or Event (E) Standard</u>	<u>Rectification Applies (Y or N)</u>	<u>Monitoring Frequency</u>	<u>Monitoring Method (s)</u>	<u>Definition of Failure</u>
	<u>taken in a fair and reasonable timescale</u>							
<u>PS46</u>	<u>Prepare and comply with the Soft Services Interface Protocol</u>	<u>Develop and comply with a Soft Services Interface Protocol</u>		<u>E</u>	<u>Y</u>	<u>Monthly</u>		<u>Failure to comply with the Soft Services Interface Protocol</u>
<u>Energy & Utilities</u>								
<u>PS47</u>	<u>Energy and Utilities Management Plan (including efficiency)</u>	<u>Updating the Energy and Utilities Plan as required under paragraph 1.9.10</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Annual</u>	<u>2</u>	<u>Failure to provide the updated Energy and Utilities Management Plan within [3] Business Days of the due date</u>
<u>PS48</u>	<u>Operating Efficiently</u>	<u>Operating the Building to minimise Energy and Utilities consumption in accordance with paragraph 2.7.13</u>	<u>[Medium]</u>	<u>E</u>	<u>N</u>	<u>Monthly</u>	<u>2, 5</u>	<u>Failure to demonstrate that operational inefficiencies identified in the Energy and Utilities Efficiency Plan have been rectified</u>
<u>PS49</u>	<u>Energy & Utilities Consumption Monitoring</u>	<u>Monitor and report on Energy and Utilities consumption as required by paragraphs 2.3, 2.7 and 2.8.</u>	<u>[High]</u>	<u>P</u>	<u>N</u>	<u>Monthly</u>	<u>2, 5</u>	<u>Failure to provide the monitor and report energy and utilities consumption to the Authority Representative within [5] Business Days of the end of the month</u>
<u>PS50</u>	<u>Energy Efficiency Assistance</u>	<u>Contractor shall provide assistance to the Authority to improve energy efficiency including participation in Authority energy forums and providing input into Authority decisions relating to energy consumption</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Per request</u>	<u>5, 6</u>	<u>Each failure to attend energy forums and/or provide assistance to the Authority within [5] Business Days of a request from the Authority Representative</u>
<u>PS51</u>	<u>Indoor Air Quality</u>	<u>Comply with the indoor air quality PIU targets.</u>	<u>[High]</u>	<u>E</u>	<u>Y</u>	<u>Per event</u>	<u>2,5,6</u>	<u>Each failure to comply with the PIU Targets specified in paragraph 1.1 of Annex 1 of this SOS.</u>
<u>PS2</u>	<u>Acoustics</u>	<u>Compliance with Design Indoor Ambient Noise Level PIU targets.</u>	<u>[Medium]</u>	<u>E</u>	<u>Y</u>	<u>Per event</u>	<u>2,5,6</u>	<u>Each failure to comply with the PIU Targets specified in paragraph 1.2 of Annex 1 of this SOS. Penalties do not apply where failure is due to noisy</u>

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								<u>equipment provided by the School. In this case Contractor is to advise only.</u>
<u>PS53</u>	<u>Lighting Quality</u>	<u>Compliance with Lighting Quality PIU target.</u>	<u>[Medium]</u>	<u>E</u>	<u>Y</u>	<u>Per event</u>	<u>2,5,6</u>	<u>Each failure to comply with the PIU Targets specified in paragraph 1.3 of Annex 1 of this SOS.</u>
<u>PS54</u>	<u>Internal Air Temperature</u>	<u>Compliance with Internal Air Temperature PIU targets.</u>	<u>[High]</u>	<u>E</u>	<u>Y</u>	<u>Per event</u>	<u>2,5,6</u>	<u>Each failure to comply with the PIU Targets specified in paragraph 2.1 of Annex 1 of this SOS.</u>
<u>PS55</u>	<u>Energy and Utilities Monitoring and Reporting</u>	<u>Monitor and Report on Energy and Utilities consumption as required pursuant to paragraph 2.8.6.</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Monthly</u>	<u>2,6</u>	<u>Each failure to provide monthly and quarterly reports to the School and the Authority on Energy and Utilities consumption.</u>
<u>PS56</u>	<u>Utilities Interruptions</u>	<u>Contractor shall receive written consent from the Authorities Representative prior to arranging/agreeing to interruptions in the supply of utilities to the Facility.</u>	<u>[Medium]</u>	<u>E</u>	<u>N</u>	<u>Per event</u>	<u>1</u>	<u>Each incident of allowing Utilities interruptions without receiving prior consent from the Authority</u>
<u>PS57</u>	<u>Building Controls and Energy Management Systems</u>	<u>Manage Building Controls and Energy Management System in accordance with paragraph 2.3.29.2</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>Daily</u>	<u>2, 5, 6</u>	<u>Failure to manage, test and operate building controls and energy management systems effectively</u>
<u>PS58</u>	<u>Utilities Invoice Verification</u>	<u>On receipt of utilities invoices [from the Authority], Contractor shall verify the consumption data against meter readings and confirm their accuracy.</u>	<u>[Low]</u>	<u>P</u>	<u>N</u>	<u>Monthly</u>	<u>5</u>	<u>Failure to take meter readings or verify utilities invoices against meter readings and confirm their accuracy to the Authority Representative within [5] Business Days of receipt of Utilities invoices.</u>
<u>PS59</u>	<u>Display Energy Certificate</u>	<u>To supply DEC for each School in accordance with paragraph 2.7.13.9.</u>	<u>[Low]</u>	<u>P</u>	<u>N</u>	<u>Annual</u>	<u>5, 6</u>	<u>Each failure to produce a Display Energy Certificate or keep it up to date</u>
<u>PS60</u>	<u>Water run-off and sewage</u>	<u>To remove sewage and run-off water from each Site in accordance with paragraph</u>	<u>[High]</u>	<u>E</u>	<u>Y</u>			

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		<u>1.13.4.1</u>						
	<u>[Elective Services]</u>							
<u>PS61</u>	<u>[Elective Services]</u>	<u>Contractor shall provide Elective Services in accordance with its Service Delivery Proposal and the Authority's instructions</u>	<u>[Medium]</u>	<u>P</u>	<u>N</u>	<u>[Monthly]</u>		<u>[Failure to provide Elective Services to the standard required.]</u>

Specific Service Requirements							
Buildings and Grounds Asset Management Service – Table 2 – Key Performance Indicators							
Service Requirement	Specific Requirement		Monitoring Details²³ and other Relevant Information	Performance Standard	Service Detail		
	Ref	Detail			Priority Category²⁴	Area or Service Based	Rectification Applies ?
To provide a planned maintenance service	B1	The Contractor must include Buildings and Asset Maintenance in the Annual Facilities Management Service Delivery Proposal (FMSDP) for the School. The Contractor must comply with annual preventative maintenance and life cycle replacement	AA 1, 8 The maintenance schedule and programme will be	No failure to provide the agreed Plan within [2] weeks prior to the Annual Review Meeting. No failure to comply with agreed Service Delivery Proposal, programmes and schedules and	M	S	N

²³ The Authority shall insert Monitoring details

²⁴ The Authority shall insert Service Priority Category details

		<p>programmes and schedules designed to;</p> <ul style="list-style-type: none"> • ensure compliance with the performance requirements or carry out other works as necessary to comply with the other or higher level requirements of the Output Specification and other contractual obligations; and • Minimise breakdown and extend asset life and thus ensure all requirements are provided at the proper time and to the correct standards. 	<p>submitted for agreement to the School annually and at least 3 months before becoming active. Any agreement will not constitute a limitation on the extent or detail of the requirement and does not imply that the School approves the planned works.</p>	<p>other such works as may be necessary to maintain all buildings and assets in accordance with the requirements of the Output Specification and other contractual obligations.</p>			
	B2	<p>Modifications to the programme which may be required from time to time must be agreed with the School.</p>	<p>Modifications shall also be submitted to the School for approval, providing at least four weeks term time notice.</p>	<p>No failure to submit modifications to the School with four weeks' notice and to obtain the School's agreement to such modifications.</p>	M	S	N
<p>To provide a Reactive Maintenance Service.</p>	B3	<p>Respond to breakdowns and ad hoc repairs in order to maintain the required standards of accommodation. Some Reactive Maintenance may be undertaken by the School Premises Team where this forms part of the Soft Services Interface Protocol.</p>	<p>Reactive maintenance can be required to any life-cycled element which has suffered from damage, deterioration or premature failure.</p>	<p>No occasion of failure to respond to breakdown in a prioritised and effective manner and within the prescribed Response Times. Including meeting response times for repair to graffiti and vandalism damage.</p>	H	S	N

	B4	The Contractor shall provide a Reactive Maintenance Service to maintain all Sustainable Urban Drainage Features and undertake analysis of and resolve persistent problems with water quality and catastrophic problems affecting aquatic and plant life around these features.	Timescales to be agreed with the School's Representative prior to undertaking works.	No occasion of failure to respond to the notification of a problem within the prescribed Rectification Period.	L	A	Y
	B5	The Contractor shall provide a Reactive Maintenance Service to maintain tarmac, hard, and all weather surface areas such that they are free of ruts or other disruption to the normal contour of the surface. Keep all permanent lines and pitch markings within tolerances and marked with suitable materials	Timescales to be agreed with the School's Representative prior to undertaking works.	No failure to keep areas free of ruts or other disruption to the normal contour of the surface. No failure to provide markings in accordance with the requirement.	M	A	Y
Carry out checks on indoor environmental conditions	B6	Indoor air quality. Through sampling of carbon dioxide levels during occupancy	PR, T 1,3 By analysis of Carbon Dioxide sensor records or from spot checks including self-monitoring by teaching staff	Measurement of Carbon dioxide concentrations and ventilation. Measurement methods to be as described in Output Specification or in accordance with good practice Tests of ventilation and controls to be included in Soft Landings performance checks. See B10	H	A	Y

	B7	Lighting installations including check on power consumption and daylight shading devices	PR, A 1,3	Maintain stock of lamps on site for ad hoc replacements by School Premises Manager and carry out planned maintenance of lighting installations including periodic lamp replacement. Maintain daylight shading devices. Tests of lighting levels, power consumption and controls to be included in Soft Landings performance checks. See B10	H	A	¥ Rectification of light levels within 10 Business Days
	B8	Measure and report on internal air temperatures. Sampling of internal air temperatures and investigation of operative temperatures where there are any exceedances of the summertime air temperature criteria in this specification or where there are complaints of overheating from users. Checks on operative temperatures to be carried out as described in CIBSE Knowledge Series KS16.	PR, AA in hot and cold weather and at start of heating season Preferably monitored via ventilation control system but spot checks are acceptable	Minimum air temperatures as in the ADS and Output Specification to be achieved when outside air temperature is above the minimum design temperature Maximum air temperature to be less than 25°C when the outside air temperature is less than 20°C or not more than 5°C above the outside air temperature when the outside air temperature is 20°C or higher The preferred method of measurement is continuous	H	A	¥

				<p>monitoring but spot measurements with a handheld thermometer during peak summertime and wintertime conditions and start of heating season are acceptable.</p> <p>Tests of internal temperatures and controls to be included in Soft Landings performance checks. See B10</p>			
	B9	<p>Operational background noise levels in teaching and learning spaces. Sampling of spaces and investigation of any complaints of poor acoustics from users. Reporting to School where recommended sound levels are exceeded and identification of cause of noise problems.</p>	PR, A	<p>Operational noise levels to be monitored and reported as requested by the School. No penalties apply but Contractor and School to discuss noise levels and seek a way to reduce where problematical.</p> <p>Tests of internal noise levels to be included in Soft Landings performance checks. See B10</p>	H	A	Y

<p>Develop a continuous improvement plan for Building Performance in-use</p>	<p>B10</p>	<p>Benchmark building performance in use with other Schools in the batch to improve the performance of existing services. Carry out Building Performance Evaluation (BPE) bringing together User Satisfaction Survey (M7 above, Energy End Use Analyses and Environmental conditions checks (B6 to B9 above)</p>	<p>A (Report to SMT) 5</p>	<p>The BPE is to assess the technical and functional performance of the School Buildings and includes users satisfaction; environmental comfort of users in both winter and summer; functionality of learning and non-learning spaces. It is used as part of the Continuous Improvement Plan along with the assessment of the PIU Targets and energy monitoring. Lessons Learnt to be uploaded to website portals. To include No failure to set up a communication network to benchmark building performance in use with Schools and other Buildings using industry standard methodologies. Methods to be continually developed in consultation with School and Authority.</p>	<p>H</p>	<p>S</p>	<p>Y</p>
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	B11	Benchmark building performance in use with other Schools in the batch to improve the performance of existing services—Carry out Building Performance Evaluation (BPE) including Energy End Use analysis which may be by means of iSERVemb, TM22 or similar energy end use analysis.	PR, 5	Carry out iSERVemb CIBSE TM22 or similar energy end use assessment method—Carry out at month 36 after occupation of the buildings. Report In use energy consumptions year on year and against Design predictions as part of Continuous Improvement Plan. Upload data sets onto Carbon Buzz website. Integral part of stage 5 Soft Landings Framework—Long Term Aftercare.	H	S	Y
Access control and security systems.	B12	Maintain all security installations, including, external CCTV (if provided), access controls and intruder detection. The School is responsible for maintenance of any internal CCTV. See ICT responsibilities matrix.		No failure to maintain access control and security systems.	H	S	Y
Personal Safety.	B13	The FM Contractor shall provide and maintain safety equipment in the facilities in accordance with health and safety legislation and requirements.		No failure to maintain safety equipment.	H	S	N
Fire safety management	B14	The Contractor shall ensure that fire safety systems are compliant with statutory regulations and Service Standards at all times, are tested regularly against legislation and Service Standards and that a Fire		No failure to maintain systems in accordance with regulations, to test systems and carry out all necessary remedial work and to assist the Schools to maintain a	M	S	N

		Safety Management Plan exists. The FM Contractor shall assist the School in maintaining the Fire Safety Management Plan.		Fire Safety Management Plan.			
Maintenance Materials and Waste Efficiency Management Plan	B15	Contractor and School to develop a Materials and Waste Efficiency Plan for operations as part of the Annual Facilities Management Service Delivery Proposal (FMSDP). As part of the Annual Facilities Management Service and particularly when programming maintenance and asset replacement the Contractor is to identify opportunities for invest to save measures.	A, AA 2, 3, 7	Contractor and School to record progress in reducing water consumption	M	S	N

Energy and utility supply and management service	E1	Supply an integrated energy and utility supply and management service, which provides health and safety, efficient use of resources, environmental protection, performance monitoring and continuous improvement. As part of the Annual Facilities Management Service and particularly when programming maintenance and	T, AA 2, 3, 4 Tests of performance and records of consumption are maintained and	Performance of boilers and hot water generators over 4kW and associated flues tested and recorded annually as described in SOS. Contractor to report on following separate energy end uses: Internal lighting including	H	S	Y
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		asset replacement the Contractor is to identify opportunities for invest to save measures, for example including energy efficiency measures to reduce running costs.	regular reports are produced for SMT	<p>emergency lighting</p> <p>External security lighting</p> <p>External Sports lighting</p> <p>Server room loads</p> <p>IT equipment in server room</p> <p>Catering gas consumption</p> <p>Catering Electricity consumption</p> <p>Small power including ICT equipment outside the main server room</p> <p>Heating and hot water energy</p>			
Energy Efficiency Plan	E2	<p>Contractor and School to develop an Energy Efficiency Plan as part of the Annual Facilities Management Service Delivery Proposal (FMSDP) to:</p> <p>Encourage a Whole School approach to energy efficiency;</p> <p>Follow the requirements of the Energy Performance of Buildings Directive including maintenance and energy certificates and both operational and asset ratings of the building;</p> <p>Set Energy/Utility savings and targets and reduce avoidable waste;</p>	A, AA 2, 3, 7	<p>Contractor and School to record progress in reducing energy consumption</p> <p>Publish energy data on Carbon Buzz website.</p>	H	S	Y

		Include contingency plans for a utility failure					
	E3	<p>Monitor and record 15-minute interval energy and water data streams and upload to iSERVemb continuous monitoring and benchmarking website</p> <ul style="list-style-type: none"> ● collect sub-hourly 15-minute interval data streams from meters, HVAC components, space temperature and other sensors by automatically reporting on a daily basis to the iSERVemb application or similar internet based reporting system so that reports are generated back to the building users on their actual performance against benchmarks related to their building and systems;; ● Provide energy data from meters and fuel suppliers including demand profiles ● Monitor and record energy data from meters and fuel suppliers including demand profiles; Monitor individual energy end uses and compare results with benchmarks and targets. Provide monthly and quarterly reports to the School including exception reports on end uses for which the School is wholly or partially responsible. 	M, Q, AA 2,3,7	Publish Energy End Use data and utilities meter reading on iSERVemb continuous monitoring and benchmarking website.	H	S	Y

Obtain a DEC for each of the Schools	E4	Survey each School Site to obtain a site-based annual energy performance rating based on the Display Energy Certificate (DEC) methodology.	A 1 (Report to SMT)	No failure to obtain a DEC certificate for each of the School buildings required by the EPBD No failure to carry out a site-based assessment using the same DEC methodology	M	S	N
Controls and Building Controls and Energy Management Systems ²⁵	E5	Provision, management and operation of an effectively controlled Building including re-commissioning and calibration checks including effective use of Building Controls and Energy Management System and Automatic Meter Reading.		Controls proved to be user friendly and effective for School's resources. Building Controls and Energy Management Systems used effectively to monitor building performance Building effectively controlled Thermostats in calibration Tests of all control systems and re-commissioning of Building Controls and Energy Management Systems based on initial commissioning reports to be included in Soft Landings performance checks. See B11	M	S	N
Assist the	E6	Monitor and report Server room power	A	PUE reported for server room	H	A	Y

²⁵ Where required

School in developing an ICT strategy where it impacts on the environmental performance and monitoring and the ICT infrastructure		load, temperatures, noise levels and Power Utilisation Efficiency (PUE) Monitor and report ICT and small power consumption Power Utilisation Efficiency is the ratio of the total power consumed by server room divided by power consumed by ICT equipment in server room		Initial design target PUE is 1.5. Ongoing advice to School on ICT procurement with aim to reduce this to less than 1.2 by 2016. Ensure sound levels in server room comply with Noise at Work Regulations and advise School. Monitor server room loads including all fans and cooling equipment associated with server rooms iSERVemb or similar used to monitor electrical loads to server room.			
Water Consumption	E7	Contractor and School to develop a Water Efficiency Plan as part of the Annual Facilities Management Service Delivery Proposal (FMSDP).	A, AA 2,3,7	Contractor and School to record progress in reducing water consumption iSERVemb or similar method used to monitor water consumption.	M	S	Y
Water Supply.	E8	Maintain leakage checks, water tests and cleaning of the tanks as required by legislation and other requirements.	AA 1, 2, 8	Water available in accordance with Health & Safety and Statutory Requirements.	H	S	N
Provision for the removal of	E9	Arrangements will be made, and paid for, by the Contractor for the removal	Q (Report to SMT)	All drains, sewers, and gullies within the site will be maintained	H	A	Y

water run-off and sewage from site.		of all sewage and run-off water from the premises, including the emptying of interceptors.		free flowing and free from pervasive odours with no incidence of unpleasant or foul smells being present within the building or its surroundings. Disposal systems shall be free from leaks and blockages.			
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Appendix B - Interface Issues and Responsibility Matrix for Services / Soft Services Activities

~~The purpose of this appendix is to provide a starting point for the demarcation of the responsibility between the School and Contractor in terms of the activities which have or could have an impact on the Services. It does not purport to cover all activities, or provide a definitive list.~~ success of the interface issue will be dependent on effective communication between both parties.

The following table sets out some of the interface issues that may arise between the Contractor and the School. The table will be developed during the School Engagement Meeting and as part of the Soft Landings Approach and will form part of the management Service Delivery Proposal produced.

The Contractor and the School should work together to deliver a best practice resource efficient procurement and operation of ICT, seeking innovative approaches to reduce energy consumption of servers, server rooms, and other equipment, and sustainable disposal of equipment, saving costs and reducing resource consumption.

EM and School Interface Issues

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
<u>Over-arching Management Service and co- ordination of Services</u>	<u>Both parties have an equal responsibility to ensure effective communication in relation to planned events, service delivery arrangements, Reactive Maintenance, Routine Maintenance and Lifecycle Asset Replacement. The key objective of the Services and Soft Services is to support the facilities that provide learning for the young and failure to communicate appropriately may ultimately have a detrimental effect on the delivery of the educational curriculum. In addition to this critical objective, the provision of these services in a resource efficient manner is also necessary, to reduce costs and wastage for Schools. Operations which consume less energy, water, and materials, and produce less waste will help to ensure more budget is available to deliver</u>	<u>Development of a communication strategy that clearly outlines the levels and responsibility for communication by both the School and Contractor, methods of communication, and planned frequency. This strategy will cover but not be restricted to:</u> <ul style="list-style-type: none"><u>• Communication matrix identifying key interfaces;</u><u>• Soft landings responsibilities matrix (see BSRIA guidance);</u><u>• Frequency of meetings/format of meetings/key objectives;</u><u>• Communication route to</u>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<u>education.</u>	<u>students; and</u> <ul style="list-style-type: none">• <u>Escalation procedures,</u> <u>etc.</u>
	<u>Health and safety requirements must be developed in conjunction with the School and Soft Services Provider and plans should include co-ordinated responses to Fire evacuation and disaster management.</u>	<u>Joint health and safety plan to be agreed and signed by all parties.</u>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<p><u>The School Premises/ Caretaking team will need to understand the requirement for control of persons on site and operate a Access to work system implemented by the Contractor with suitable training.</u></p> <p><u>Required Period – The hours of operation are included in the Payment Mechanism. The Schedule of Programmed Maintenance and Lifecycle Asset Replacement plan have been produced on that basis.</u></p>	<p><u>Agree access protocol for the Contractor’s staff and subcontractors, including the Access to Work Protocol.</u></p>
<u>Helpdesk</u>	<p><u>The Contractor is responsible for providing the Helpdesk. The Helpdesk should be used to report all maintenance faults in order that the Response and Rectification times can be recorded. There will be a number of options for contacting the Helpdesk i.e. Phone, email, sms, etc.</u></p>	<p><u>A Helpdesk guide will be produced explaining the services the helpdesk will provide and the information required from the School to ensure that asset history is maintained.</u></p> <p><u>The Contractor will discuss and agree the appropriate reporting procedure with the School Premises Team. This will include a feedback loop to ensure that all outcomes are captured and</u></p>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
		<p><u>included in future asset management.</u></p> <p><u>Where maintenance tasks are undertaken by the School Premises Team the School must complete a task sheet and submit this to the Helpdesk.</u></p>
<u>Cleaning</u>	<p><u>The management of cleaning services will be retained by the School. The Contractor will require liaison with the Caretaking/Cleaner team on cleaning methodology for some key building fabric and fittings, to ensure optimum lifecycle performance i.e. if carpet and vinyl is not cleaned in line with manufacturers' instructions, its life can be greatly reduced, also scuffs to wall finishes may need first line attendance by cleaners and School Premises Team.</u></p> <p><u>Cleaning should also be planned to be sustainable and resource efficient, using chemicals of the lowest possible toxicity, and planning regimes to reduce water</u></p>	<p><u>The standard of cleaning conducted by the School shall in line with the manufacturers' O&M manuals. The Contractor is not responsible for the performance of the cleaning service but will need to identify where this service is affecting the proposed life cycle replacement of hard fabric and fittings for which he is responsible.</u></p> <p><u>The Contractor and the School should work together to deliver a best practice resource efficient operation, seeking innovative approaches to reduce costs and</u></p>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<u>consumption and reduce the need for extended hours of building operation (having the lights on for longer whilst cleaning takes place uses energy).</u>	<u>save resource consumption.</u> <u>The School Premises Team and the Contractor will conduct regular site inspections covering general maintenance and HEALTH AND SAFETY matters. Any issue relating to concern over cleaning performance or associated services should be identified as part of this process.</u>
<u>Waste</u>	<u>The management of waste (excluding effluent and hazardous waste disposal) will be retained by the School. The Contractor will require liaison with the Caretaking/Cleaner team on removal of waste to ensure no waste is permitted to accumulate. Neither general storage nor</u>	<u>The standard of waste management conducted by the School shall be in line with Good Industry Practice. This will involve the use of industry guidance to provide a best practice resource efficient operation, seeking innovative</u>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<p><u>waste is to be stored in plant rooms, etc.</u></p> <p><u>The Contractor will operate a Maintenance Waste Efficiency management plan for waste produced by their activities on site. This will use best practice innovative solutions to reduce waste produced, and follow the Defra waste hierarchy (reducing materials used, reducing waste, increasing recycling, and ultimately reducing waste sent to landfill). Waste weight data will be collected by the Contractor for their waste, and this data will be combined with School waste data.</u></p>	<p><u>approaches to reduce costs and save resource consumption.</u></p> <p><u>The School waste management process will use Defra's waste hierarchy.</u></p> <p><u>Data of weight in Kg will be collected for different waste streams collected by the School. The School will aim to increase the segregation of waste on site (e.g. different types of bins and recycling).</u></p> <p><u>The waste management Contractor will be set Performance Standards and targets for waste reduction by the School. The Contractor will then work with these parties to</u></p>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
		<u>contribute wherever possible to achieving these targets – contributing to data collection, and offering innovative solutions to waste reduction.</u>
<u>Pest Control</u>	<u>The management of pest control will be retained by the School.</u> <u>The Contractor will require liaison with the Caretaking/Cleaner team on pest control methodology for building fabric and grounds i.e. pest control is proactive so pests are less likely to chew through cables or dig up plants, grass.</u> <u>The Contractor is responsible for maintenance and if the building is not properly maintained this could give pests the opportunity to enter the buildings through gaps left, etc. causing the School Premises</u>	<u>The standard of pest control conducted by the School shall be in line with Good Industry Practice.</u> <u>The School Premises Team and the Contractor will conduct regular site inspections covering general maintenance and HEALTH AND SAFETY matters. Any issue relating to pest control should be identified as part of this process.</u>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<p><u>Team an issue.</u></p> <p><u>The Contractor will be required to liaise with the Caretaking team on maintenance methodology to ensure areas are not left exposed to pest invasion.</u></p>	
<u>Maintenance</u>	<p><u>The Contractor will be responsible for the delivery of Reactive Maintenance, Routine Maintenance and Lifecycle Asset Replacement.</u></p> <p><u>The School Premises Team may be able to carry out certain Hard FM duties and provide</u></p>	<p><u>Asset register of items will be produced and logged onto the Helpdesk. Out of this a Schedule of Programmed Maintenance will be produced. The Schedule of Programmed Maintenance will detail the tasks to be undertaken and details of these tasks will be shared with the School Premises Team.</u></p> <p><u>When works are complete a worksheet will be completed by the School Premises Team and a</u></p>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<p><u>first line attendance on reactive calls, such as the replacement of lamps or a heating failure.</u></p> <p><u>The School's Premises Team will need to understand the basis of the performance management system and his/his team's role in not obstructing the Contractor in meeting the required Response and Rectification times.</u></p> <p><u>School Premises Team to record all Reactive Maintenance tasks onto the helpdesk.</u></p> <p><u>Premises Team undertaking repairs but not reporting back to the helpdesk result in this information not being logged against the asset history and hence the asset records will not provide a true reflection of condition, history or life expectancy.</u></p> <p><u>The Contractors and the School will be working together to deliver a best practice resource efficient operation, seeking innovative approaches to reduce costs and save resource consumption in maintenance.</u></p>	<p><u>signature obtained. Details will be fed back to the helpdesk and the Schedule of Programmed Maintenance updated.</u></p> <p><u>The School Premises Team will be given training to undertake these tasks and provided with the necessary risk assessments and method statements.</u></p> <p><u>The School and Contractor will work together to create the Maintenance Materials and Waste Efficiency Management Plan – to ensure cost efficient maintenance, and the reduction in materials (and energy) consumed and waste produced in maintenance.</u></p> <p><u>Liaison with waste management at the School will likely be necessary to ensure that maintenance waste data is</u></p>

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<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
		<u>properly collated, and more significant waste quantities produced in cyclical replacement is managed in an efficient way (sending as much as possible to re-use or recycling).</u>
		<u>The Contractor will provide training on the performance management system.</u>
		<u>The Premises Team will be able to contact the helpdesk via email, phone, sms and facsimile. They will chase any outstanding tasks until completed. Regular reports will be provided to the Facilities Manager, School Premises Team and School on levels of tasks and completion times. These statistics will be benchmarked to determine if a lower number of reactive tasks are being recorded and the</u>

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<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
		<u>probable reasons why.</u>
<u>Loose FF&E</u>	<p><u>The repair and replacement of loose FF&E not classified as Group 1 will be retained by the School. The Contractor will be required to liaise with the Caretaking Team on repair and replace methodology to ensure optimum lifecycle performance of items it impacts on i.e. if rubber feet are worn and damaging carpet and vinyl its life can be greatly reduced.</u></p> <p><u>To this end, the Contractor and the School should work together to deliver a best practice resource efficient provision, maintenance, and disposal of FF&E, seeking innovative approaches to reduce costs and save resource consumption. In particular, ad-hoc replacement of furniture (e.g. occasional broken chair) creates complications for sustainable disposal (for re-use or recycling). The composition of much FF&E (made of</u></p>	<p><u>The standard and frequency of repair conducted by the School shall be in line with the manufacturers O&M manuals. This will ensure that maintenance and lifecycle are not adversely affected.</u></p> <p><u>The Contractor and the School should work together to deliver a best-practice, resource-efficient operation, seeking innovative approaches to reduce costs and ensure Defra's waste hierarchy is followed when disposing of FF&E, both ad-hoc and in large refurbishments.</u></p>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<u>metals, rubbers, plastics, wood, foams, adhesives etc.) complicates disposal.</u>	

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<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
<u>ICT equipment and infrastructure</u>	<p><u>Schools will need to continue to use their existing ICT solution in the new building. New infrastructure (passive, active and associated components) will be provided by the Contractor. A summary of what will be included within this infrastructure can be found in the PSBP ICT Responsibility matrix. The Responsibilities matrix shows for each ICT system whether the School or Contractor will:</u></p> <p><u>Specify – determine the technical specification of the solution to meet stated requirements;</u></p> <p><u>Supply – procure the equipment and services to provide the solution;</u></p> <p><u>Install – install and commission the equipment;</u></p> <p><u>Test – confirm the correct working of the equipment and services of the solution; and</u></p> <p><u>Integrate – School specific configuration, including implement any interconnections, between systems and applications. Where shared between School and BC responsibility sits with the School but the Contractor will provide support including limited resources. The package of support provided by the Contractor is detailed under the relevant sections later in the document; and</u></p>	<p><u>The PSBP ICT Responsibilities matrix sets out the responsibilities for the following ICT systems:</u></p> <ul style="list-style-type: none"><u>• Server Room & Distribution Rooms;</u><u>• Network infrastructure - passive and active;</u><u>• Local Technology – Core;</u><u>• Local Technology – AV;</u><u>• Automated Systems;</u><u>• Building Control and Energy Management Systems;</u><u>• Fire Alarm/Detection; and</u><u>• Telephony, Internet and TV signal.</u>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
<u>Security systems</u>	<p><u>The School Premises Team will open and close the Schools and provide security patrols during School occupation. They will monitor security and access control systems without amending settings. In addition they will also assist with the day-to-day operation of external CCTV, Building Controls and Energy Management Systems and Access control, providing first line attendance and contacting the Contractor for specialist support.</u></p> <p><u>Internal CCTV systems are the responsibility of the School.</u></p>	<p><u>Agreed training may be provided to the School Premises Team on specialist equipment. This will ensure that staff are competent and can work safely.</u></p>
	<p><u>The School Premises Team may be required for out-of-hours attendance to provide access to the Contractor's staff.</u></p>	<p><u>The Contractor to be advised of on call rota so School Premises Team can be contacted if necessary.</u></p>

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<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<u>Access required for Routine, Lifecycle Asset Replacement and Reactive Maintenance purposes to all areas.</u>	<u>Agree access protocol for the Contractor's staff and sub-contractors, including the the Access to Work Protocol.</u>
<u>Utilities</u>	<u>The Contractor will monitor utilities consumption and report to the School.</u> <u>The Contractor and the School will work together to deliver the Energy and Water Efficiency management plans and targets for resource consumption. A best practice resource efficient operation with all parties seeking innovative approaches to operation will reduce costs and save resource consumption.</u>	<u>The Contractor will provide training on utilities management and operation of Building Controls and Energy Management Systems.</u> <u>The Contractor will collate and analyse consumption data and present it to the School both annually and whenever immediately appropriate, to work together on initiatives to reduce utility consumption (energy and water) and meet reduction targets and PSs.</u>
<u>Access to Work</u>	<u>The Contractor should use an "Access to</u>	<u>There needs to be discussion on</u>

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<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
<u>Protocol</u>	<u>Work Protocol” which ensures that the School premises team are aware at all times who is working on the sites and the nature and impact of that work. This process is a key component of operating a Health and Safety management system and ensures that all parties know where they stand with respect to responsibilities while on site.</u>	<u>how best to operate the “Access to Work Protocol” for the Schools.</u>
<u>Health and Safety</u>	<u>Both parties will be responsible for Health and Safety within their own areas of responsibility and will have a duty of care to ensure safety of all users of the School.</u>	<u>The Contractor and the individual Schools will develop a joint Health and Safety plan clearly outlining areas of responsibility.</u>
	<u>There must be a clear demarcation of responsibilities particularly around areas where there is a combined approach to delivering services, i.e. Routine Maintenance, Reactive Maintenance and Lifecycle Asset Replacement.</u>	<u>Health and Safety plans compiled by both the Contractor and the School should clearly outline any specific training that needs to take place to ensure that individuals from both parties are competent to carry out their responsibilities. Individual HEALTH AND SAFETY Plans must recognise</u>

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<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
		<u>other HEALTH AND SAFETY Plans</u>
<u>DDA (Disability Discrimination Act)</u>	<u>The School will retain responsibility for the management of DDA.</u>	<u>The Contractor will support the School in the meeting of statutory management obligations for DDA and will ensure that all their systems are compliant with Legislation.</u>
<u>Fire Safety Management</u>	<u>The School will retain responsibility for Fire Safety Management including Fire Risk Assessment.</u>	<u>The Contractor will support the School in the meeting of statutory management obligations by maintaining the written Fire Safety Management Plan and will ensure that all systems are</u>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<u>The Contractor will be responsible for the fire fighting equipment and School Premises Team will complete statutory tests on fire systems and update log books.</u>	<u>statutory compliant.</u> <u>A list of Routine Maintenance tasks to be undertaken by The Contractor and School Premises Team is to be included in the Schedule of Programmed Maintenance and the Fire Safety Management Plan.</u> <u>The School Premises Team will be given training to undertake these tasks and provided with the necessary risk assessments and method statements.</u>
<u>Insurance</u>	<u>All parties must hold the appropriate insurances for the services that they are responsible for undertaking.</u>	<u>This will be established during the mobilisation phase but must appear on the routine agenda at least on a 6-monthly basis to ensure that appropriate insurances are updated.</u>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
<u>Grounds Maintenance</u>	<p><u>Grounds Maintenance will come under the responsibility of the School. Liaison between the Contractor and the School will permit works to be carried out in sympathy with School requirements.</u></p> <p><u>The School Premises Team will be expected to undertake the following tasks:</u></p> <ul style="list-style-type: none"><u>• Daily litter collection; emptying of bins;</u><u>• Remove litter and leaves from gullies; and</u><u>• Snow and ice clearance and gritting of all access roads and paths.</u>	<p><u>The School Premises Team and The Contractor will have regular informal and formal meetings to discuss planned/reactive Grounds Maintenance works and lifecycle replacement programmes.</u></p> <p><u>A list of Routine Maintenance tasks to be undertaken by the Contractor/School Premises Team shall be included in the Schedule of Programmed Maintenance. The School Premises Team will be given training to undertake these tasks and provided with the necessary risk assessments and method statements.</u></p>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
		<p><u>The Contractor and the School should work together to deliver a best-practice, resource-efficient operation, seeking innovative approaches to reduce costs and save resource consumption in grounds maintenance. Green waste should be composted.</u></p>
<p><u>Caretaking and Portering</u></p>	<p><u>Day to day programmed maintenance and minor repair work to building and components.</u></p> <p><u>There are a number of the first line remediation / maintenance tasks that the School Premises Team will be required to undertake.</u></p> <p><u>The School Premises Team will require the necessary PPE and tools to undertake Programmed and Reactive Maintenance.</u></p>	<p><u>A list of typical Reactive Maintenance tasks will be agreed with the School.</u></p> <p><u>A list of PPM tasks to be undertaken by the School Premises Team is to be included in the Schedule of Programmed Maintenance.</u></p> <p><u>School Premises Team will be</u></p>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
		<p><u>given training to undertake these tasks and provided with the necessary risk assessments and method statements.</u></p> <p><u>The Contractor will identify the PPE and tools required for maintenance purposes. These will be provided by the School.</u></p>
<u>Catering</u>	<u>The management of catering services will be retained by the School.</u>	<u>The School's Premises Team and The Contractor will have regular informal and formal meetings to discuss access arrangements for maintenance.</u>
	<u>The Contractor will require liaison with the Schools' Premises Team /Catering teams on cooking, cleaning (daily and periodic), and usage methodology for the catering equipment.</u>	<u>Caterers to use and clean equipment in line with manufacturers' instructions and Good Industry Practice. School to be able to provide evidence that has been undertaken. Caterers to</u>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
		<u>adopt “good practise” and minimise contributing to maintenance costs, e.g. fats & oils not disposed of via drains.</u>
	<u>The Contractor will work closely with the Catering team to ensure that they can undertake both responsive and Programmed maintenance on Catering equipment and associated plant within the agreed response times.</u> <u>All Contractors and the School will be working together to deliver a best practice resource efficient operation of catering, seeking innovative approaches to reduce the very high costs of food wastage, and saving energy and water.</u>	<u>Schedules for programmed maintenance will be in consultation with the Schools and as far a possible be scheduled out of hours and during holiday periods.</u> <u>All Contractors to work with the School to offer and implement innovative solutions to reduce food wastage and kitchen energy and water consumption – and help the catering Contractor to meet Performance Standards for food waste reduction set by the School.</u>

<u>Task/ Responsibility</u>	<u>Interface Issues</u>	<u>Proposed Approach</u>
	<u>Where applicable, administrative management of any Cashless Catering systems will be the responsibility of the School.</u>	

Bidders are required to develop a Soft Services Interface Protocol that will identify, manage and record any interface issues, including maintaining a co-operative working relationship with the Schools that may arise where Schools or Local Authorities retain responsibility for other services.

The Contractor has the lead responsibility for all Hard Services and will act as the main interface for the ~~relevant~~ School ~~representatives~~ Representatives as notified to the Contractor from time to time, and all other key stakeholders. ~~As~~ the Contractor is unlikely to be based on site and the Schools Premises Team is likely to be the point of contact for all Services ~~-~~ related visitors and tradesmen ~~to site~~. We would expect their role to include the operation of a ~~“permit to work on site” system~~ an Access to Work Protocol so that they know and can communicate with who is working on site, the nature of their work, and will ensure that the appropriate surveys and risk assessments have taken place. The Contractor will check this documentation when visiting site. A comprehensive understanding of the interface between Services, Soft Services and ICT is a fundamental requirement from a Health and Safety perspective due to the need for test and inspections of statutory equipment such as fire alarms and the need for management plans to cover fire evacuation, fire warden training, log book record keeping and emergency lighting tests, etc.

The following table provides a *draft* matrix of responsibilities:-

~~This matrix should be read in conjunction with the following appendices when developing the Soft Services Interface Protocol:~~

~~Appendix D—Interface Issues~~

Appendix E—Training Requirements

Appendix F—Tasks to be carried out by the School Premises Team

Activity Description	School	Contractor	Shared	Commentary
<u>Cleaning</u>				
Floors	X			Cleaning by Schools.
Walls	<u>X</u>		X	If graffiti can be removed through cleaning it will be the schools responsibility if not graffiti removal by Contractor.
<u>Walls</u>		<u>X</u>		<u>If graffiti cannot be removed by cleaning.</u>
Windows	X			Cleaning by Schools, repairs by Contractor.
<u>Windows</u>		<u>X</u>		<u>Repairs.</u>
<u>Regular</u> Deep cleaning (Catering)	X			Cleaning by Caterers, Contractor in attendance.
<u>Annual Deep Clean (Catering)</u>		<u>X</u>		
Cleaning of gutters and gullies	X			

Activity Description	School	Contractor	Shared	Commentary
Cleaning of internal drainage	<u>X</u>		X	
<u>Security</u>				
External CCTV Cameras	<u>X</u>		X	Monitoring by School, maintenance by Contractor
<u>External CCTV Cameras</u>	<u>X</u>			<u>Maintenance</u>
Internal CCTV	X			See ICT responsibilities matrix
Keys	X			Security managed by School
<u>Provision of Keys (Suiting)</u>		<u>X</u>		
<u>Grounds maintenance</u>				
Line markings to grassed sports pitches	X			
Line markings to hard or synthetic sports pitches and play areas		X		
Maintenance of horticultural areas	X			
Trees and tree pruning	X			
Grass cutting	X			
Hedge trimming	X			
Water features	<u>X</u>		X	Planting maintained by schools, hard items by the Contractor.
<u>Water features</u>	<u>X</u>			<u>Hard maintenance.</u>

Activity Description	School	Contractor	Shared	Commentary
Walls and fences		X		
Snow and ice clearance inc. gritting	X			
Leaf collection / road and path sweeping	X			
Control of weeds	X			
Composting	x			
<u>Health and Safety Legislation</u>				
Air conditioning systems		X		Annual Inspection.
Asbestos register and Asbestos Management Plan		<u>X</u>	✗	Contractor must update if changes made to premises.
Car parking and vehicle / pedestrian segregation	X			Design by Contractor, managed by School.
Compulsory display of notices			✗	To be agreed.
CDM Regulations 2007				As required under legislation
COSHH			✗	Check on storage and use.
Disability Discrimination Act			✗	Checks when changes made to the building.

Activity Description	School	Contractor	Shared	Commentary
Duct Hygiene (Air conditioning, Plenum Heating)		X		Inspection and testing and cleaning of ductwork.
Air filtration	<u>X</u>		X	School changes filters as required by interface agreement and Contractors requirements.
<u>Air filtration</u>		<u>X</u>		<u>Contractor maintains.</u>
Electrical PAT		X		Portable testing inc School equipment.
Fixed Electrical Installations		X		Inspection and testing.
Emergency Lighting		X		Inspection and testing. Premises Team undertake monthly check.
Extraction Systems, inc fume cupboards			X	Local exhaust ventilation.
Fire Risk Assessment / Policy			X	
Fire Detection and Alarm Systems			X	Weekly Testing by School with formal quarterly and annual inspections by Contractor.
Fire Doors		X		Inspection. School reports any defects via help desk.
Fire Fighting Equipment		<u>X</u>	X	Contractor to carry out annual inspection and maintenance of extinguishers and fire sprinkler systems

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Activity Description	School	Contractor	Shared	Commentary
First Aid Equipment (general School)	<u>X</u>		X	Inspection / replenishment. First Aid in plant rooms to be maintained by Contractor
First Aid Equipment (plant rooms)	<u>X</u>			
Fuel Oil Storage		<u>X</u>	X	Inspection and maintenance, School take deliveries.
Fuel Oil Delivery	<u>X</u>			To be received by School.
Gas safety / appliance / pipework		X		Inspection, servicing, testing and maintenance.
Glazing	<u>X</u>		X	Checks by School, problems reported via help line and rectified by Contractor.
Glazing	<u>X</u>			Repairs by Contractor.
Hydrotherapy pools and swimming pools	<u>X</u>			Contractor retains responsibility for general maintenance and repair.
Hydrotherapy pools and swimming pools	<u>X</u>		X	Risk Assessment with school School . Contractor trains School staff day to day operation and water quality checks. Contractor retains responsibility for general maintenance and repair.
Lifts and Hoists		X		Maintenance and inspection.

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Activity Description	School	Contractor	Shared	Commentary
Lightning conductors		X		
Playground & Gymnasium equipment FIXED		<u>X</u>	X	Inspection and testing but day to day inspection by school <u>Where not legacy.</u>
<u>Playground & Gymnasium equipment FIXED</u>	<u>X</u>			<u>Inspection and testing.</u>
Tree Safety	X			School to report any damage to trees.
Water Hygiene and Safety (e.g. Legionnaires Disease)	<u>X</u>		X	Risk Assessment, inspection and water and water quality check. School carries out weekly and monthly tests Contractor carries out annual tests and maintenance.
<u>Water Hygiene and Safety (e.g. Legionnaires Disease)</u>		<u>X</u>		<u>Contractor carries out annual tests and maintenance.</u>
Miscellaneous				
Maintenance of Sustainable Urban Drainage System (SUDS)			X	To be determined <u>advised as per Contractor's solution</u> . Dependent upon system design
Changing light bulbs	<u>X</u>		X	Stock of light bulbs / fittings to be provided by Contractor. School to replace as necessary. Bulk replacement and recycling to be

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Activity Description			School	Contractor	Shared	Commentary
						part of Programmed Maintenance scheduled <u>if suitable solution for School to carry out. Disposal</u> by Contractor.
<u>Changing light bulbs</u>		<u>X</u>				<u>Bulk replacement and recycling to be part of Schedule of Programmed Maintenance by Contractor.</u>
Playground & Gymnasium equipment NOT FIXED			X			
Operating Manuals, Logbooks, Risk Assessments, Building Management Plans, Method Statements <u>Provision</u>				<u>X</u>	X	Initial responsibility for the production of O&M manuals, logbooks, risk assessments etc. will be the responsibility of the Contractor. Subsequently maintaining these documents will be a shared responsibility dependant on who has control of what process.
<u>Operating Manuals, Logbooks, Risk Assessments, Building Management Plans, Method Statements (maintenance and updating)</u>	<u>X</u>	<u>[X]</u>				<u>Maintenance and updating School with assistance from Contractor.</u>

Appendix C - Statutory Inspection, Testing and Maintenance Requirements

Reference: Compliance monitoring http://www.fedps.org.uk/compliance_monitoring.pdf

The following table details the statutory testing required. All tests shall be undertaken by the Contractor unless specifically stated (highlighted in *RED Italics* below). ~~The planned maintenance~~ Any Programmed Maintenance tasks that are to be carried out by the School (~~Appendix F~~) do not ~~supersede~~ supersede or replace the need for statutory testing; they are to promote routine operational testing and aid early identification of problems.

Item	Test Frequency	Regulation
Compressors, Pressure Vessels and Compressed Air	Annually, with suitable Written Scheme of Examination (WSE) in place. Inventory of Equipment maintained and up to date, examinations to be carried out by a competent Person.	Pressure System Safety Regulations 2000 <u>2000</u> .
Emergency Lighting	<i>Monthly</i> , annually and 3 <u>yearly</u> tests basis in accordance with BS5266: Part 1: 1999.	Regulatory Reform Fire Safety Order (RRFOS) 2005 <u>2005</u> .
Fixed Electrical Wiring Installation	5 year test (swimming pools annually) by the NICEIC registered Contractor.	Electricity at Work Regulations 1989 <u>1989</u> .
Fire Safety Risk Assessment	Annually or sooner if there is a change in circumstances under the Regulatory Reform (Fire Safety) Order 2005.	Regulatory Reform Fire Safety Order (RRFOS) 2005 <u>2005</u> .
Fire Alarms	Quarterly, annually, 3 year <u>yearly</u> inspections by a competent electrician in	Regulatory Reform Fire Safety Order (RRFOS)

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	accordance with BS 5839 Part 1: 1988. <i>Weekly testing by Schools</i>	2005 <u>2005</u> .
Fire Fighting Equipment (including extinguishers, fire blankets and hoses)	All Portable fire fighting equipment must be serviced annually by a specialist Contactor and recorded in a log book.	Regulatory Reform Fire Safety Order (RRFOS) 2005 <u>2005</u> .
Gas Boilers	Annual servicing and testing of gas appliances by a Specialist Gas Safe registered Contractor.	Gas Safety (Installation and Use) Regulations 1998 <u>1998</u> .
Gas Appliances Safety Check (including catering equipment)	Annual servicing and testing of gas appliances by a Specialist Gas Safe registered Contractor.	Gas Safety (Installation and Use) Regulations 1998 <u>1998</u> .
Gas soundness testing	Annual.	Gas Safety (Installation and Use) Regulations 1998 <u>1998</u> .
Lift Insurance	6 <u>monthly</u> checks and certification by the Insurance Company.	The Lifting Operations and Lifting Equipment Regulations 1998 <u>1998</u> .
Lifts (Passenger)	Six <u>6</u> -monthly as detailed by the manufacture. Suitable Written Scheme of Examination (WSE) in place. Planned Preventative Regime in place. Annual, 5-year and 10 <u>year</u> tests by qualified person.	The Lifting Operations and Lifting Equipment Regulations 1998 <u>1998</u> .
Lifts (Non Passenger)	Six <u>6</u> -monthly as detailed by the	The Lifting Operations and

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	manufacture. Suitable Written Scheme of Examination (WSE) in place. Planned Preventative Regime in place. Hand powered service lifts and platforms hoists, 12—monthly <u>annual</u> checks, annual insurers <u>insurer's</u> inspection, and a 5 <u>=</u> yearly safety gear test in accordance with BS 5655 : Part 14 : 1995.	Lifting Equipment Regulations 1998 <u>1998</u> .
Lifts (Powered Stair)	Six—6 monthly as detailed by the manufacture. Suitable Written Scheme of Examination (WSE) in place. Planned Preventative Regime in place. Annual insurer's inspection, an annual planned maintenance <u>Programmed Maintenance</u> inspection in accordance with British Standard (BS) 5776: 1996.	The Lifting Operations and Lifting Equipment Regulations 1998 <u>1998</u> .
Lighting <u>Lightning</u> Conductors	Every 11 months in accordance with BS 6651: 1999.	Health and Safety at Work Act etc, 1974 <u>1974</u> .
Local Exhaust Ventilation (including Chimneys / Flues) and Fume Cupboards	Every 14 months or less, in accordance with manufacturer's guidance. Planned Preventative Regime in place.	Control of Substances Hazardous to Health (COSHH) Regulation <u>Regulations</u> .
Play Ground Equipment, Adventure Areas and Gym Equipment	Annual inspection and maintenance by a specialist company (As <u>as</u> detailed by the Manufacturer <u>Manufacturer</u>). <i>In addition, schools should undertake a weekly visual inspection (to check for loose bolts and</i>	Management of Health and Safety at Work Regulations 1999 and Provision and Use of Work Equipment Regulations 1998 <u>1998</u> .

	<i>screws etc).</i>	
Portable Appliance Testing	Annual (desirable). All portable appliances must be tested at the correct frequency and then labelled, and dated to confirm the test in accordance with the IEE Code of Practice for Service Inspection and Testing Electrical Equipment.	The Electricity at Work regulations 1989.
Powered Pedestrian Doors	6 <u>monthly</u> checks and annual test in accordance with BS7036: 1996 Parts 1, 2 and 3.	Management of Health and Safety at Work Regulations 1999 <u>1999</u> .
Water Quality Sampling: Temperature	<i>Monthly temperature checks should be undertaken by the school<u>School</u>, supported by an on-site risk assessment undertaken by a specialist in Legionella testing company.</i> <i>Tests by School Staff as required by the Contractors Written Water Quality Policy document which is a requirement of the FOS</i>	Control of Substances Hazardous to Health (COSHH) Regulation and Approved Code of Practice & Guidance - The Control of Legionella Bacteria in Water Systems (L8).
Water Quality Sampling	Annually. Water tests need to be carried out and test results checked as required by Water Quality Policy document. Water risk assessment and control method to be reviewed every 2 years.	Water Act 1989, Water supply (water quality) Regulations 1994, and amended 1991 Food Safety Act.

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Appendix D—Interface Issues

~~The success of the interface issue will be dependent on effective communication between both parties.~~

~~The following table sets out some of the interface issues that may arise between the Contractor and the School. The table will be developed during the School Engagement Meeting and as part of the Soft Landings Approach and will form part of the management Service Delivery Proposal produced.~~

~~All Contractors and the School should work together to deliver a best practice resource efficient procurement and operation of ICT, seeking innovative approaches to reduce energy consumption of servers, server rooms, and other equipment, and sustainable disposal of equipment, saving costs and reducing resource consumption.~~

FM and School Interface Issues

Task/ Responsibility	Interface Issues	Proposed Approach
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Task/ Responsibility	Interface Issues	Proposed Approach
<p>Over-arching Management Service and co-ordination of Services</p>	<p>Both parties have an equal responsibility to ensure effective communication in relation to planned events, service delivery arrangements, Reactive Maintenance, Routine Maintenance and Lifecycle Asset Replacement. The key objective of the Services and Soft Services is to support the facilities that provide learning for the young and failure to communicate appropriately may ultimately have a detrimental effect on the delivery of the educational curriculum. In addition to this critical objective, the provision of these services in a resource efficient manner is also necessary, to reduce costs and wastage for Schools. Operations which consume less energy, water, and materials, and produce less waste will help to ensure more budget is available to deliver education.</p>	<p>Development of a communication strategy that clearly outlines the levels and responsibility for communication by both the School and Contractor, methods of communication, and planned frequency. This strategy will cover but not be restricted to:-</p> <ul style="list-style-type: none"> ● Communication matrix identifying key interfaces ● Soft landings responsibilities matrix (See BSRIA guidance) ● Frequency of meetings/format of meetings/key objectives ● Communication route to students ● Escalation procedures etc

Task/ Responsibility	Interface Issues	Proposed Approach
	<p>Health and safety requirements must be developed in conjunction with the School and Soft Services Provider and plans should include co-ordinated responses to Fire evacuation and disaster management.</p>	<p>Joint health and safety plan to be agreed and signed by all parties.</p>

Task/ Responsibility	Interface Issues	Proposed Approach
	<p>The School Premises/ Caretaking team will need to understand the requirement for control of persons on site and operate a permit to work system implemented by the Contractor with suitable training.</p> <p>Required Period—The hours of operation are included in the Payment Mechanism. The Schedule of Programmed Maintenance and Lifecycle Asset Replacement plan have been produced on that basis.</p>	<p>Agree access protocol for the Contractors staff and subcontractors, including permit to works system.</p> <p>School to log areas and hours of operation outside of core hours. This will allow for adjustments to be applied in respect of energy end-use consumptions where the Contractor is taking the volume risk</p>
Helpdesk	<p>The Contractor is responsible for providing the Helpdesk. The Helpdesk should be used to report all maintenance faults in order that the Response and Rectification times can be recorded. There will be a number of options for contacting the Helpdesk i.e. Phone, email, sms, etc.</p>	<p>A Helpdesk guide will be produced explaining the services the helpdesk will provide and the information required from the School to ensure that asset history is maintained.</p> <p>The Contractor will discuss and agree the appropriate reporting procedure with the School</p>

Task/ Responsibility	Interface Issues	Proposed Approach
		<p>Premises Team. This will include a feedback loop to ensure that all outcomes are captured and included in future asset management.</p> <p>Where maintenance tasks are undertaken by the School Premises Team (see appendix F) the School must complete a task sheet and submit this to the helpdesk</p>
Cleaning	<p>The management of cleaning services will be retained by the School. The Contractor will require liaison with the Caretaking/Cleaner team on cleaning methodology for some key building fabric and fittings, to ensure optimum lifecycle performance i.e. if carpet and vinyl is not cleaned in line with manufacturers' instructions, its life can be greatly reduced, also scuffs to wall finishes may need first line attendance by cleaners</p>	<p>The standard of cleaning conducted by the School shall in line with the manufacturers O&M manuals. The Contractor is not responsible for the performance of the cleaning service but will need to identify where this service is affecting the proposed life cycle replacement of hard fabric and fittings for which he is</p>

Task/ Responsibility	Interface Issues	Proposed Approach
	<p>and School Premises Team.</p> <p>Cleaning should also planned to be sustainable and resource efficient, using chemicals of the lowest possible toxicity, and planning regimes to reduce water consumption and reduce the need for extended hours of building operation (having the lights on for longer whilst cleaning takes place uses energy).</p>	<p>responsible.</p> <p>All Contractors and the School should work together to deliver a best practice resource efficient operation, seeking innovative approaches to reduce costs and save resource consumption.</p> <p>The School Premises Team and the Contractor will conduct regular site inspections covering general maintenance and H&S matters. Any issue relating to concern over cleaning performance or associated services should be identified as part of this process</p>

Task/ Responsibility	Interface Issues	Proposed Approach
Waste	<p>The management of waste (excluding effluent and hazardous waste disposal) will be retained by the School. The Contractor will require liaison with the Caretaking/Cleaner team on removal of waste to ensure no waste is permitted to accumulate. Neither general storage nor waste is to be stored in plant rooms etc.</p> <p>The Contractor will operate a Maintenance Waste Efficiency management plan for waste produced by their activities on site. This will use best practice innovative solutions to reduce waste produced, and follow the Defra waste hierarchy (reducing materials used, reducing waste, increasing recycling, and ultimately reducing waste sent to landfill). Waste weight data will be collected by the Contractor for their waste, and this data will be combined with School waste data.</p>	<p>The standard of waste management conducted by the School shall be in line with Good Industry Practice. This will involve the use of industry guidance to provide a best practice resource efficient operation, seeking innovative approaches to reduce costs and save resource consumption.</p> <p>The School waste management process will use Defra's waste hierarchy.</p> <p>Data of weight in Kg will be collected for different waste streams collected by the School. The School will aim to increase the segregation of waste on site (e.g. different types of bins and</p>

Task/ Responsibility	Interface Issues	Proposed Approach
		<p>recycling).</p> <p>The waste management Contractor will be set KPIs and targets for waste reduction by the School. The Contractor will then work with these parties to contribute wherever possible to achieving these targets—contributing to data collection, and offering innovative solutions to waste reduction.</p>
<p>Pest Control</p>	<p>The management of pest control will be retained by the School.</p> <p>The Contractor will require liaison with the Caretaking/Cleaner team on pest control methodology for building fabric and grounds i.e. pest control is proactive so pests are less</p>	<p>The standard of pest control conducted by the School shall be in line with Good Industry Practice.</p> <p>The School Premises Team and the Contractor will conduct</p>

Task/ Responsibility	Interface Issues	Proposed Approach
	<p>likely to chew through cables or dig up plants, grass.</p> <p>The Contractor is responsible for maintenance and if the building is not properly maintained this could give pests the opportunity to enter the buildings through gaps left etc causing the School Premises Team an issue.</p> <p>The Contractor will be required to liaise with the Caretaking team on maintenance methodology to ensure areas are not left exposed to pest invasion.</p>	<p>regular site inspections covering general maintenance and H&S matters. Any issue relating to pest control should be identified as part of this process</p>

Task/ Responsibility	Interface Issues	Proposed Approach
<p>Maintenance</p>	<p>The Contractor will be responsible for the delivery of Reactive Maintenance, Routine Maintenance and Lifecycle Asset Replacement.</p> <p>The School Premises Team may be able to carry out certain Hard FM duties and provide first line attendance on reactive calls, such as the replacement of lamps or a heating failure (please refer to appendix F as an example)</p> <p>The School's Premises Team will need to understand the basis of the performance</p>	<p>Asset register of items will be produced and logged onto the Helpdesk. Out of this a Schedule of Programmed Maintenance will be produced. The Schedule of Programmed Maintenance will detail the tasks to be undertaken and details of these tasks will be shared with the School Premises Team.</p> <p>When works are complete a worksheet will be completed by the School Premises Team and a signature obtained. Details will be fed back to the helpdesk and the Schedule of Programmed Maintenance updated.</p> <p>The School Premises Team will be given training to undertake</p>

Task/ Responsibility	Interface Issues	Proposed Approach
	<p>management system and his/his team's role in not obstructing the Contractor in meeting the required Response and Rectification times.</p> <p>School Premises Team to record all Reactive Maintenance tasks onto the helpdesk.</p> <p>Premises Team undertaking repairs but not reporting back to the helpdesk result in this information not being logged against the asset history and hence the asset records will not provide a true reflection of condition, history or life expectancy.</p> <p>The Contractors and the School will be working together to deliver a best practice resource efficient operation, seeking innovative approaches to reduce costs and save resource consumption in maintenance.</p>	<p>these tasks and provided with the necessary risk assessments and method statements.</p> <p>The School and Contractor will work together to create the Maintenance Materials and Waste Efficiency Management Plan—to ensure cost efficient maintenance, and the reduction in materials (and energy) consumed and waste produced in maintenance.</p> <p>Liaison with waste management at the School will likely be necessary to ensure that maintenance waste data is properly collated, and more significant waste quantities produced in cyclical replacement is managed in an efficient way (sending as much as possible to re-use or recycling).</p>

Task/ Responsibility	Interface Issues	Proposed Approach
		<p>The Contractor will provide training on the performance management system</p> <p>The Premises Team will be able to contact the helpdesk via email, phone, sms and facsimile. They will chase any outstanding tasks until completed. Regular reports will be provided to the Facilities Manager, School Premises Team and School on levels of tasks and completion times. These statistics will be benchmarked to determine if a lower number of reactive tasks are being recorded and the probable reasons why.</p>

Task/ Responsibility	Interface Issues	Proposed Approach
<p>Loose FF&E</p>	<p>The repair and replacement of loose FF&E not classified as Group 1 will be retained by the School. The Contractor will be required to liaise with the Caretaking Team on repair and replace methodology to ensure optimum lifecycle performance of items it impacts on i.e. if rubber feet are worn and damaging carpet and vinyl its life can be greatly reduced.</p> <p>To this end, all Contractors and the School should work together to deliver a best practice resource efficient provision, maintenance, and disposal of FF&E, seeking innovative approaches to reduce costs and save resource consumption. In particular, ad-hoc replacement of furniture (e.g. occasional broken chair) creates complications for sustainable disposal (for re-use or recycling). The composition of much FF&E (made of metals, rubbers, plastics, wood, foams, adhesives etc.) complicates disposal.</p>	<p>The standard and frequency of repair conducted by the School shall be in line with the manufacturers O&M manuals. This will ensure that maintenance and life cycle are not adversely affected.</p> <p>All Contractors and the School should work together to deliver a best practice resource efficient operation, seeking innovative approaches to reduce costs and ensure the Defra waste hierarchy is followed when disposing of FF&E, both ad-hoc and in large refurbishments.</p>

Task/ Responsibility	Interface Issues	Proposed Approach

Task/ Responsibility	Interface Issues	Proposed Approach
<p>ICT equipment and infrastructure</p>	<p>Schools will need to continue to use their existing ICT solution in the new building. New infrastructure (passive, active and associated components) will be provided by the Contractor. A summary of what will be included within this infrastructure can be found in the PSBP ICT Responsibility matrix. The Responsibilities matrix shows for each ICT system whether the School or Contractor will</p> <p>Specify—determine the technical specification of the solution to meet stated requirements</p> <p>Supply—procure the equipment and services to provide the solution</p> <p>Install—install and commission the equipment</p> <p>Test—confirm the correct working of the equipment and services of the solution</p> <p>Integrate—School specific configuration, including implement any interconnections between systems and applications. Where shared between School and BC responsibility sits with the School but the Contractor will</p>	<p>The PSBP ICT Responsibilities matrix sets out the responsibilities for the following ICT systems:</p> <ul style="list-style-type: none"> ● Server Room & Distribution Rooms ● Network infrastructure—passive and active ● Local Technology—Core ● Local Technology—AV ● Automated Systems ● Building Control and Energy Management Systems ● Fire Alarm/Detection ● Telephony, Internet and TV signal

Task/ Responsibility	Interface Issues	Proposed Approach
Security systems	<p>The School Premises Team will open and close the Schools and provide security patrols during School occupation. They will monitor security and access control systems without amending settings. In addition they will also assist with the day to day operation of external CCTV, Building Controls and Energy Management Systems and Access control, providing first line attendance and contacting the Contractor for specialist support.</p> <p>Internal CCTV systems are the responsibility of the school</p> <p>The School Premises Team may be required for out of hours attendance to provide access to the Contractors staff.</p>	<p>Agreed training may be provided to the School Premises Team on specialist equipment. This will ensure that staff are competent and can work safely.</p> <p>The Contractor to be advised of on call rota so School Premises Team can be contacted if necessary.</p>

Task/ Responsibility	Interface Issues	Proposed Approach
	<p>Access required for Routine, Lifecycle Asset Replacement and Reactive Maintenance purposes to all areas.</p>	<p>Agree access protocol for the Contractors staff and sub-Contractors, including permit to works system.</p>
<p>Utilities</p>	<p>School Premises Team The Contractor will monitor utilities consumption and report to the School.</p> <p>The Contractor and the School will work together to deliver the Energy and Water Efficiency management plans and targets for resource consumption. A best practice resource efficient operation with all parties seeking innovative approaches to operation will reduce costs and save resource</p>	<p>The Contractor will provide training on utilities management and operation of Building Controls and Energy Management Systems.</p> <p>The Contractor will collate and analyse consumption data and present it to the School both annually and whenever immediately appropriate, to work</p>

Task/ Responsibility	Interface Issues	Proposed Approach
	consumption.	together on initiatives to reduce utility consumption (energy and water) and meet reduction targets and KPIs.
Permit to Work system	The Contractor should use a “Permit to Work on site” system which ensures that the School premises team are aware at all times who is working on the sites and the nature and impact of that work. This process is a key component of operating a Health and Safety management system and ensures that all parties know where they stand with respect to responsibilities while on site.	There needs to be discussion on how best to operate the “Permit to work on site” system for the Schools.
Health and Safety	Both parties will be responsible for Health and Safety within their own areas of responsibility and will have a duty of care to ensure safety of all users of the School.	The Contractor and the individual Schools will develop a joint Health and Safety plan clearly outlining areas of responsibility.

Task/ Responsibility	Interface Issues	Proposed Approach
	There must be a clear demarcation of responsibilities particularly around areas where there is a combined approach to delivering services i.e. Routine Maintenance, Reactive Maintenance and Lifecycle Asset Replacement	Health and Safety plans compiled by both the Contractor and the School should clearly outline any specific training that needs to take place to ensure that individuals from both parties are competent to carry out their responsibilities. Individual H&S Plans must recognise other H&S Plans
DDA (Disability Discrimination Act)	The School will retain responsibility for the management of DDA.	The Contractor will support the School in the meeting of statutory management obligations for DDA and will ensure that all their systems are compliant with Legislation.

Task/ Responsibility	Interface Issues	Proposed Approach
FRA (Fire Risk Assessment)	<p>The School will retain responsibility for the management of FRA.</p> <p>The Contractor will be responsible for the fire fighting equipment and School Premises Team will complete statutory tests on fire systems and update log books.</p>	<p>The Contractor will support the School in the meeting of statutory management obligations and FRA and will ensure that all systems are statutory compliant.</p> <p>A list of Routine Maintenance tasks to be undertaken by The Contractor and School Premises Team is to be included in the Schedule of Programmed Maintenance.</p> <p>The School Premises Team will be given training to undertake these tasks and provided with the necessary risk assessments and method statements.</p>

Task/ Responsibility	Interface Issues	Proposed Approach
Insurance	All parties must hold the appropriate insurances for the services that they are responsible for undertaking.	This will be established during the mobilisation phase but must appear on the routine agenda at least on a 6 monthly basis to ensure that appropriate insurances are updated.
Grounds Maintenance	Grounds Maintenance will come under the responsibility of the School. Liaison between the Contractor and the School will permit works to be carried out in sympathy with School requirements. The School Premises Team will be expected	The School Premises Team and The Contractor will have regular informal and formal meetings to discuss planned/reactive Grounds Maintenance works and lifecycle replacement programmes. A list of Routine Maintenance tasks to be undertaken by The Contractor/School Premises Team shall be included in the Schedule

Task/ Responsibility	Interface Issues	Proposed Approach
	<p>to undertake the following tasks</p> <ul style="list-style-type: none">• Daily litter collection; emptying of bins;• Remove litter and leaves from gullies; and• Snow and ice clearance and gritting of all access roads and paths.	<p>of Programmed Maintenance. The School Premises Team will be given training to undertake these tasks and provided with the necessary risk assessments and method statements.</p> <p>All Contractors and the School should work together to deliver a best practice resource efficient operation, seeking innovative approaches to reduce costs and save resource consumption in grounds maintenance. Green waste should be composted.</p>

Task/ Responsibility	Interface Issues	Proposed Approach
<p>Caretaking and Portering</p>	<p>Day to day planned maintenance and minor repair work to building and components.(please refer to appendix F as an example)</p> <p>There are a number of the first line remediation / maintenance tasks that the School Premises Team will be required to undertake.</p> <p>The School Premises Team will require the necessary PPE and tools to undertake planned and Reactive Maintenance.</p>	<p>A list of typical Reactive Maintenance tasks will be agreed with the School.</p> <p>A list of PPM tasks to be undertaken by the School Premises Team are to be included in the Schedule of Programmed Maintenance.</p> <p>School Premises Team will be given training to undertake these tasks and provided with the necessary risk assessments and method statements.</p> <p>The Contractor will identify the PPE and tools required for maintenance purposes. These will</p>

Task/ Responsibility	Interface Issues	Proposed Approach
		be provided by the School.
Catering	The management of catering services will be retained by the School. The Contractor will require liaison with the Schools' Premises Team /Catering teams on cooking, cleaning (daily and periodic), and usage methodology for the catering equipment.	The School's Premises Team and The Contractor will have regular informal and formal meetings to discuss access arrangements for maintenance. Caterers to use and clean equipment in line with manufacturers' instructions and Good Industry Practice. School to be able to provide evidence that has been undertaken. Caterers to adopt "good practise" and minimise contributing to maintenance costs e.g.: fats & oils

Task/ Responsibility	Interface Issues	Proposed Approach
	<p>The Contractor will work closely with the Catering team to ensure that they can undertake both responsive and planned maintenance on Catering equipment and associated plant within the agreed response times.</p> <p>All Contractors and the School will be working together to deliver a best practice resource efficient operation of catering, seeking innovative approaches to reduce the very high costs of food wastage, and saving energy and water.</p>	<p>not disposed of via drains.</p> <p>Schedules for planned maintenance will be in consultation with the Schools and as far a possible be scheduled out of hours and during holiday periods.</p> <p>All Contractors to work with the School to offer and implement innovative solutions to reduce food wastage and kitchen energy and water consumption—and help the catering Contractor to meet KPIs for food waste reduction set by the School.</p>

Task/ Responsibility	Interface Issues	Proposed Approach
	<p>Where applicable, administrative management of any Cashless Catering systems will be the responsibility of the School.</p>	

Appendix E – Training Requirements

Training from ~~the Construction team~~ Contractor

The following table details the training that ~~will need to be provided by~~ the Contractor ~~to~~ must provide for School Premises Team and other School staff.:

Training on new build system will be provided for the following areas.	Training for the Contractor staff	Training for the School Premises Staff	Training for the School Teaching Staff
Tour of the building(s) and grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspection of Externals/Facades etc	<input type="checkbox"/>	<input type="checkbox"/>	
Roof access, mansafe systems	<input type="checkbox"/>	<input type="checkbox"/>	
Location of Utility meters	<input type="checkbox"/>	<input type="checkbox"/>	
Plant and equipment relating to heating and hot water system i.e. boilers, isolation points	<input type="checkbox"/>	<input type="checkbox"/>	
Plumbing/Cold water system, isolation points	<input type="checkbox"/>	<input type="checkbox"/>	
Electrical systems, power circuits, distribution boards	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation systems, location, access and controls	<input type="checkbox"/>	<input type="checkbox"/>	

All local room controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uninterruptible power supply systems	<input type="checkbox"/>	<input type="checkbox"/>	
Building Control and Energy Management systems	<input type="checkbox"/>	<input type="checkbox"/>	
Fire Alarm - panel, sounders (audio and visual), heat and smoke detectors, paging systems, deaf alarm system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire fighting equipment, extinguishers, hydrants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intruder Alarm - panel and sensors	<input type="checkbox"/>	<input type="checkbox"/>	
Intruder Alarm - handover of codes	<input type="checkbox"/>	<input type="checkbox"/>	
Access Control - software and sensors	<input type="checkbox"/>	<input type="checkbox"/>	
CCTV - software and cameras	<input type="checkbox"/>	<input type="checkbox"/>	
Class Change - software and sounders	<input type="checkbox"/>	<input type="checkbox"/>	
PA system - software and sounders	<input type="checkbox"/>	<input type="checkbox"/>	
Audio devices for aiding hearing and learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio visual devices in the classroom and teaching spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting system - internal, lamp controls/override capability	<input type="checkbox"/>	<input type="checkbox"/>	

Lighting system - external, lamp controls/override capability	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting - internal classroom controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting – internal sports/hall/dining/studio lamp controls/override capability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting –external sports pitch controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Emergency Stop circuits i.e. Technology / Home economics / Science labs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone system - software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone system - Handsets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT/Data systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joint inspection of building clean	<input type="checkbox"/>	<input type="checkbox"/>	
Kitchen Equipment, cooking ,refrigeration, water and energy management, ventilation, drainage, waste management - Demo/Training/Daily maintenance	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> plus catering staff	
Cashless catering system	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> plus catering staff	

Lifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hoists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic Security gates	<input type="checkbox"/>	<input type="checkbox"/>	
Doors internal, manual and automatic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doors external manual and automatic	<input type="checkbox"/>	<input type="checkbox"/>	
Folding doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Window and room ventilation controls – winter and summer mode	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Black-out blinds and blinds in classrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Locking mechanisms, keys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FF&E - Fume Cupboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FF&E - D&T Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FF&E - Heat bay Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FF&E - Light and Sound Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FF&E - Library Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FF&E - Kiln	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste management including waste hierarchy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Asbestos Management and awareness (Retained / refurbished buildings)	<input type="checkbox"/>	<input type="checkbox"/>	-
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This training will typically involve walking the building and actually demonstrating the use of each and every item of plant and equipment to enable proper understanding of how the equipment works and what is required for the day to day operation of each item.

Training for Programmed Maintenance

This training will typically involve:

- How to read utility meters
- How to check boiler, security alarms, fire alarm are functioning correctly
- Test of fire alarm sounders
- Test of emergency lighting
- Basic plumbing
- Descale of showers
- Gulley, drain clearance

Appendix F Tasks to be carried out by the School Premises Team

The following list of tasks is given as an example, the actual extent of works carried out at each School will be subject to further discussion.

Item	Task	Freq. per annum
Heating Pipe work	Visual Inspection	1
Thermostatic Radiator Valves	Visual Inspection	1
Thermal Insulation	Inspect & make good	1
Sinks / Lab Sinks	Visual Inspection	1
Wash Hand Basins	Visual Inspection	1
WCs—including cisterns—and flushing device	Visual Inspection / operational check	4
Shower Mixers	Temperature check	4
Shower Trays	Visual Inspection	12
Shower Heads / Taps	Clean	52
Drinking Fountains	Visual Inspection / operational check	52
Urinals	Trap cleaning	12
Flush Controllers	Operational check	4
Plumbing Pipe work	Visual inspection	1

Item	Task	Freq. per annum
Waste Pipe work	Visual inspection / occasional rodding	1
Lighting	Lamp inspection (visual)	12
Emergency Lighting	Visual inspection / testing	12
Stage Lighting	Visual inspection	12
Fire Alarm	Testing	52
Building Fabric	Inspection and defects reported	12
Gutters / Down pipes	Cleaning	4
Grounds	Visual inspection and defects reported	52
Sports Pitches	Remarking	4
Drainage Gulleys	Visual inspection / cleaning	12
Roof	Integrity / water penetration check	4
Doors & Ironmongery	Check, alter & re-hang	2
Furniture	Asset and condition check	4

Example School Premises Team (SPT) remit

1. ~~The SPT will not supervise or coordinate works on behalf of the Contractor.~~
2. ~~The SPT will co-operate fully with the Contractor in relation to any site based stock the Contractor may reasonably need to hold on site.~~
3. ~~Regardless of individual's competencies, the SPT is broadly acknowledged as unskilled persons [i.e. non tradesman]. Where a repair activity is beyond the competence of the SPT, the SPT will raise a reactive maintenance call to the helpdesk for action by the Contractor.~~
4. ~~The SPT's responsibilities in support of the Contractor are:~~

- a. ~~To provide emergency and planned core and out of hours access to, where necessary, the Contractor and it's Sub-Contractors visiting the site to undertake works requested by the School [reactive maintenance] or prescribed by the PPM programme [Planned Maintenance, Statutory Inspections].~~
- b. ~~The SPT will provide the relevant information to the helpdesk where appropriate to a request for service, including location, asset data and initial diagnosis [within boundaries of understanding] of a problem.~~
- c. ~~The SPT will provide escorting and security attendance to non-CRB cleared specialist Contractors or inspectors/assessors ie statutory inspections, on call lift engineers, Building Controls specialist etc. to enable them to carry out their programmed or reactive task/response~~
- d. ~~The SPT will carry our general visual Schoolsite safety checks.~~
- e. ~~The SPT will carry out the prescribed fire alarm tests.~~
- f. ~~The SPT will provide a 1st line response to minor [low risk] repairs including responding to general day to day items that can be completed using a basic toolkit to be provided by the School (To be defined).~~
- g. ~~Using the toolkit detailed above the SPT will reasonably be expected to deliver the following:~~
 - i. ~~Local touch up redecoration as required including removal of graffiti, low level localised repair and paint refresh work.~~
 - ii. ~~Replacement of broken tiles on splash backs where fitted.~~
 - iii. ~~Re-bonding of lifted non-specialist floor finishes, such as barrier matting, carpet tiles~~
 - iv. ~~Replacement of ceiling tiles~~
 - v. ~~First line maintenance of fixtures and fittings, for example:~~
 - 1. ~~Refixing, adjusting and tightening of screws on window hinges.~~
 - 2. ~~Maintenance on window, door handles catches etc.~~
 - 3. ~~Replacement of internal door locks.~~
 - 4. ~~Replacement and re-adjustment of fire door smoke seals, door closers~~
 - vi. ~~Minor repairs as a temporary measure after break-ins, vandalism etc.~~
 - vii. ~~Minor works requests from the School such as affixing notice boards, shelving etc.~~
 - viii. ~~Un-blocking sinks, w/cs, urinals, traps and waste pipes.~~

- ~~ix. — Adjustment and re-washing of taps.~~
- ~~x. Tightening of sanitary ware and associated pipe work.~~
- ~~xi. — Tightening and replacement of w/c seats.~~
- ~~xii. — Venting of radiators and pipework.~~
- ~~xiii. — Isolating water supplies and services in the event of an emergency and subsequent reporting to the Helpdesk.~~
- ~~xiv. — Remedial action after break ins or vandalism, for example:~~
- ~~xv. — Clear up of glass and boarding up of broken windows~~
- ~~xvi. — Appropriate isolation of defective or unsafe systems such as lifts [key] and other systems in the event of an emergency and subsequent reporting to the Helpdesk.~~
- ~~xvii. — Replacement of low level non IP rated light bulbs/tubes.~~
- ~~xviii. — Initial investigation where electrical failures or interruptions has occurred. Resetting of tripped MCBs or local circuit breakers following temporary interruption in supply or connection/disconnection of faulty equipment etc.~~
- ~~xix. — Replacement of expired batteries to class room clocks and resetting or adjustment of local timers etc.~~
- ~~xx. — Initial investigation in the event of a localised heating problems or complaint~~
- ~~xxi. — Resetting temperature or time schedule for heating and hot water systems~~
- ~~xxii. — Initial investigation for general heating or mechanical plant failures ie chiller A/C failure reset etc (following appropriate induction/training)~~
- ~~xxiii. — Carrying out daily/weekly/programmed meter readings/visual inspections of Utility Services/Fuel storage level. Reporting findings back to the Help desk where required~~
- ~~xxiv. — Boundary/gate inspections — checking security and integrity of the site~~
- ~~xxv. — Inspection of play and sports equipment located on site checking for damage and minor adjustment to goal posts~~
- ~~xxvi. — Inspection of Hard, Soft, and Grassed areas within the site boundary for safety and security~~

Appendix G—Schedule of Reporting and Testing Requirements

Meeting / Reporting	Content	Frequency	Testing date	Report / Meeting
Performance Monitoring and reporting	Submission of an annual summary report of all works and testing undertaken, whether these be planned or reactive in nature, at the same time as the Annual Maintenance Plan	Annual		Aug
Annual Life Cycle Maintenance Plan	Survey to establish condition, hazards, remaining elemental life etc. of the fabric and building services and record. Findings to be incorporated in next Annual Maintenance Plan.	Annual	July	Aug
Facilities Management Service Delivery Plan (FMSDP) for each School and agree programme with the School(s).	The FMSDP will include the following: <ul style="list-style-type: none"> ● Health and Safety Management (See M2) ● Statutory Testing (See M3) ● Buildings and Asset Maintenance (See B1) 	Annual		Aug

	<ul style="list-style-type: none"> • Energy and Utilities Management (See E1) • Energy Efficiency (See E2) • Water Efficiency (See E6) <p>Fire Safety Management (see B13) Produce initial contingency plans with School and annually review the contingency plans maintained by the School.</p>			
<p>Compliance monitoring</p>	<p>The Contractor shall undertake its own compliance checking of the Services and shall report on Availability and Performance compliance to the Contract Manager within 5 Business days following the end of the Contract month. The report shall contain the information required by the Payment Mechanism and the Project Agreement.</p> <p>Report to include performance against the Continuous Improvement objectives set by the Contractor.</p> <p>Calls and notifications to the Helpdesk shall as a minimum be required to record the date, time, callers name and location, detail of call and action taken. The</p>	<p>Monthly</p>		<p>Monthly</p>

	Contractor shall undertake a monthly random audit of calls to demonstrate that this has been complied with.			
	Quarterly meetings with each School to review Services delivery and recurring faults. The frequency of these meetings will be monthly for the first 6 months of service operation and where there are performance concerns.	Quarterly unless stated otherwise		Nov Feb May Aug
	Provision of Use Satisfaction Surveys as part of Post-Occupancy Evaluation and the Soft Landings process	Annually	June	Aug
Utility monitoring	Survey each School Site to obtain a site-based annual energy performance rating based on the Display Energy Certificate (DEC) methodology.	Annual	July	Aug
	Monitor and report Server room power load, temperatures, noise levels and PUE. Monitor and report ICT and small power consumption	Annual plus Quarterly checks by school		
	Indoor air quality— Measurement shall be by monitoring of extract air	Quarterly and as checks by	October Jan	Nov Feb

	by Carbon Dioxide Sensor or spot checks using a CO ₂ meter	School as necessary	April July	May Aug
	Lighting efficiency—the lighting energy consumption shall be monitored and the internal electric lighting load averaged over the year during core hours	Annual plus checks by School as necessary	July	Aug
	Internal air temperatures—The preferred method of measurement is continuous monitoring of inside and external air temperatures but spot measurements with a handheld thermometer during peak summertime and wintertime conditions and start of heating season are acceptable	Quarterly and as required by schools	October Jan April July	Nov Feb May Aug
	Operational background noise levels in teaching and learning spaces	Annual plus checks by School as necessary		
	Thermal Efficiency of Domestic Hot Water systems—Calculations of the annual efficiency of hot water systems are required in Secondary Schools. These should compare the energy in the hot water used to the	Annual plus checks by School as necessary	July	Aug

	fuel input. Measurement shall be by flow metering and temperature records of domestic hot water supplies and metering of fuel consumption			
	Boiler plant and direct fired hot water generators	Annual combustion efficiency and water treatment tests plus checks by Schoolas necessary	July	Aug
Statutory Testing	Compressors, Pressure Vessels and Compressed Air	Annually	July	Aug
	Emergency Lighting (Monthly testing by school)	Annually and 3 yearly tests in accordance with BS5266: Part 1: 1999.	July	Aug
	Fixed Electrical Wiring Installation	5 year tests or more frequent as required for old installations	July	Aug
	Fire Safety Risk Assessment	Annually or	July	Aug

		sooner if there is a change in circumstances		
	Fire Alarms (Tested weekly by school)	Quarterly, annually, 3 year inspections by a competent electrician in accordance with BS 5839 Part 1: 1988.	Nov Feb May Aug	Aug
	Fire Fighting Equipment (including extinguishers, fire blankets and hoses)	Annually procured by school	July	Aug
	Gas Boilers	Annual servicing and testing	July	Aug
	Gas soundness testing	Annual.	July	Aug
	Lift Insurance	6 monthly checks and certification by the Insurance Company.	Jan July	
	Lifts (Passenger)	Six monthly (WSE). Annual.	Jan	Feb

		5-year and 10-year tests by qualified person.	July -(Annual)	Aug
	Lifts (Non Passenger)	Six monthly (WSE). Hand powered service lifts and platforms hoists, 12 monthly checks annual insurers inspection, and a 5 yearly safety gear test	Jan July -(Annual)	Feb Aug
	Lifts (Powered Stair)	Six monthly (WSE). Annual insurer's inspection, an annual planned maintenance inspection	Jan July -(Annual)	Feb Aug
	Lighting Conductors	Every 11 months	As agreed	Aug
	Local Exhaust Ventilation (including Chimneys / Flues) and Fume	Every 14 months or less,	As agreed	Aug

	Cupboards	in accordance with manufacturer's guidance.		
	Play Ground Equipment, Adventure Areas and Gym Equipment (schools should undertake a weekly visual inspection (to check for loose bolts and screws etc).	Annual inspection and maintenance by a specialist company (As detailed by the Manufacture).	July	Aug
	Portable Appliance Testing (NB where this is not undertaken by the school)	Annually or as determined by risk assessment	July	Aug
	Powered Pedestrian Doors	6 monthly checks and annual test	Jan July	Aug
	Water Quality Sampling	Annually	July	Aug

Appendix HE – Minimum Life and Residual Life Expectancy

The Buildings shall be specified as having a life of 60 years or more.

The following table sets out the minimum life expectancy of key building elements, the purpose of which is to reduce the frequency at which the replacement of Lifecycle Assets takes place. Where the minimum life expectancy requirement is deemed to have a significant impact on capital expenditure which is disproportionate to the benefit, the Contractor is encouraged to offer best value components to achieve optimum solutions. Where alternative minimum life expectancy is proposed by the Contractor this must be accompanied by an assessment of how the disruption and impact on the operation of the School is balanced and justified against the overall whole life cost benefit to the scheme.

~~At the end of the Contract Period the School Buildings, plant, FF&E (Group 1) should be handed back in a state of good repair and in accordance with the Minimum Life and Residual Life Expectancy Requirements as set out in paragraph 1.4.4.7 of the FOS and this Appendix H.~~

The Authority will arrange for an independent condition survey (final survey) to be carried out prior to the Expiry Date in accordance with the provisions of clause 47, which will identify any rectification or maintenance work to be undertaken. The rectification or maintenance work shall be carried out in accordance with Good Industry Practice and such that the School Buildings, grounds, plant, FF&E, meet the Required Standard and the Minimum Life and Residual Life Expectancy Requirements as set out in ~~paragraph 1.4.4.7~~Part A4 of the FOS and this Appendix ~~HE~~of thethis SOS.

~~At the end of the Contract Period the School Buildings, plant, FF&E should be handed back in a state so that they comply with the Required Standard, the Minimum Life and Residual Life Expectancy Requirements as set out in paragraph 1.4.4.7 of the FOS and this Appendix H and the Hand back obligations pursuant to paragraphs 2.7.33–2.7.36 of this SOS.~~ In accordance with the obligations at clause 47.9 of this Agreement the Hand back Requirements may be relaxed by agreement between the Authority, the School and the Contractor in return for a share of the Lifecycle Fund.

Building Element	Min Life Expectancy to limit frequency of replacement	Desired Min Residual life upon expiry of contract
Substructure	60 years	35 years
Frame, Upper floors and stairs, roof structure	60 years	35 years

Underground Drainage	60 years	35 years
Windows and External Doors	25 years	3 years
Engineering Services (Major Components)	25 years <u>In accordance with CIBSE Guide M Table Appendix 13.A1</u>	3 years
Sanitary and Catering Fittings	20 years	3 years
Lifts (including controls)	15 years	3 years
Roof coverings	30 years and easily overlaid, over-coated, upgraded or replaced without affecting the deck below	5 years
Floor Finishes	10 Years	3 years
Internal door sets	20 years	3 years
Sprinklers	50 years	25 years
External walls / cladding	40 years	15 years

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