



Scope of Requirements

All communication must be sent via NGN's e-Procurement Portal Ariba.

Company Information

Northern Gas Networks Limited (NGN) is the company responsible for distributing gas to homes and businesses across the North of England. As part of the restructuring of the gas distribution business in England, NGN successfully acquired the North of England Gas Distribution Network (DN) and took control of the assets on 1st June 2005. NGN has been responsible since then for the transportation of gas to the North of England via 36,000Km of pipelines.

The DN is located in the North of England and extends south from the Scottish border to South Yorkshire and has coastlines on both the East and West sides of the region. The DN contains a mixture of large cities such as Newcastle, Middlesbrough, Leeds and Bradford and a significant rural area including North Yorkshire and Cumbria. The area covers around 6.7 million inhabitants and has approximately 2.5 million customers. The DN is supplied via 23 offtakes from the National Transmission System.

Currently NGN replace approximately 570km of mains and 44,000 services per year and provides 24/7 gas emergency services to our network.

Business / Operating Model

Business Strategy & Vision

NGN is committed to building on the network's inheritance of providing safe and reliable operations, and to establishing NGN as a socially responsible corporate citizen in the region covered by our network. We are developing a culture of sustained high performance, delivering continuous improvement to the benefit of customers, consumers, employees and shareholders.

Fundamental to our strategy is implementing productivity improvement whilst complying with our regulatory obligations and achieving the standards of service required of us. This will ensure continual investment in our network, sharing of these efficiencies with customers through the regulatory price resets whilst maintaining acceptable financial return to our shareholders.

Northern Gas Networks' business performance is guided by our overall vision "**We strive to be a best-in-class gas distributor and a responsible corporate citizen, with a culture of high performance and continuous improvement**"

By achieving this corporate goal we will maximise shareholder value through cash yield and revenue generation.

Our key business performance objectives include:

- Maintaining and developing a reliable and safe network
- Compliance with licence requirements and other regulatory and legal obligations
- Meeting our regulated service standards
- Maintaining high standards of corporate governance

- Being a responsible corporate citizen in the region
- Maintaining a corporate culture of performance and continuous improvement
- Maintaining strong relationships with all our key stakeholders
- Maintaining a strong investment grade credit rating
- Maintaining acceptable financial returns to our shareholders

Operating Model

The Company requires the Contractor to complete the Works in line with the Company's health, safety and environment policies and procedures and the Company's engineering policy and procedures.

The Company further requires the Contractor to complete the Works in line with the Company's Customer Charter so as to ensure that the Company's standards of service set by Ofgem are met.

Project Background

Northern Gas Networks current facilities contract provides a wide range of services and manages the facilities function out of our five offices and twelve depots across the network (North East of England, Cumbria, North & East Riding and West Yorkshire). See **Appendix i. Facility Sites** for office locations. Our offices and depots range from newly built/refurbished industrial units and office buildings to long standing brick-built Gas buildings. Services included are outlined in the below Contract Scope.

Contract Scope

NGN will be looking to appoint a single supplier to;

- Oversee and manage maintenance of all facilities and buildings;
- Establish and deliver all demand maintenance process and preventive maintenance plans;
- Ensure all building systems are operational and are maintained in accordance with company policies, M&E plant manufacturers recommendations, environmental regulations, building codes, and local/national regulations.
- Coordinate projects with other departments, contractors, and vendors.
- Oversee facility inspections, building inspector visits, and facility safety inspections. Address any issues that arise.
- Provide a safe and efficient work environment for NGN employees and NGNs visitors;
- Ensure that all services are performed by staff who possess suitable skills and experience including contractors and sub-contractors, as appropriate;
- Ensure that NGN's future Facilities Management solution is fit for purpose and adds value to Health, Safety & Environmental elements; and
- Continually ensures that NGN always receive a high-quality and commercially competitive service.

It is anticipated throughout the timeline of this tender that sites may change location due to ongoing property refurbishment, developments and moves. The successful supplier is expected to be able to accommodate for future increases or decreases in Facilities Management activities across these locations. The successful supplier is expected to take on changes with no interruption to services. Change occurs when variations to works and services are requested over and above those specified and agreed in the original contract. Change must be managed in a way that ensures NGN get the maximum value for that change. The change process must go through the business for approval, via an agreed Contract Variation Sign off Process.

All of NGN's sites will be available for viewing/surveying through the tender period, the details of the sites will be provided during this process.

1. Planned / Fixed Services

Planned Preventative Maintenance

The supplier will carry out the Planned Preventative Maintenance services in accordance with the Asset register, manufacturers recommendations and key performance indicators, together with specialist maintenance services. Equipment shall include, but is not limited to:

Statutory

- Fire Alarms
- Emergency Lighting
- Five Yearly Fixed Electrical Testing
- Legionella Testing

Non-Statutory

- Ventilation
- Cooling / Air conditioning
- Heating
- Domestic Hot and Cold Water
- Lift
- Lighting/Lighting Controls
- Annual PAT Testing

Appendix ii. Services Matrix is a base line Services List, which should be used as a guide only and as part of this process, it will be the responsibility of each supplier to conduct their own full site/asset survey in order to provide a robust and inclusive response to the full facilities management requirement including all PPM Schedules and requirements for each location. (This will only be required if shortlisted to RFP).

The supplier shall operate and maintain the fixed and installed assets with the objective of:

- Providing a safe and statutory compliant working environment for building users;
- Maximising the useful life span of the building, plant and equipment;
- Enabling building users to effectively discharge their business functions;
- Ensuring efficient and cost-effective use of those assets;
- Complying fully with Government and the Client's policy and guidance on environmental issues;
- Seeks to achieve the efficient use of energy, including bringing opportunities to save energy or operate more efficiently to the attention of NGN in a timely manner;
- Includes consumables such as oils, grease and filters within the costs for maintenance.

The supplier shall provide a professionally managed, high quality Planned Preventative Maintenance service schedule in accordance with OEM instructions, CIBSE TM 40 and a system and programme of building fabric and M&E maintenance. This service shall take cognisance of the asset registers and all lease obligations. Planned Preventative Maintenance tasks and power downs shall be generated by the Quality Management System, in advance, and agreed with NGN annually. The supplier shall also provide NGN with a customer log in for NGN Nominated Site Manager and Facilities Contract Team to view all site records.

With regard to the up keep of site records the Supplier shall:

- Maintain appropriate records in relation to all specific licence requirements (e.g. waste, security, confidentiality, Permit to Work etc) where the Supplier is responsible for obtaining such licences;
- Advise NGN accordingly and ensure compliance with all applicable legislation and any other regulations in force from time to time relevant to the Building Maintenance Services;
- Ensure all test certificates and appropriate documentation and records (in particular those relating to any aspects of safety, legislative or statutory compliance) shall be maintained accurately and updated appropriately and shall be available for inspection by the Customer or any other relevant party;
- Prepare and supply all information reasonably required by any person, firm, governmental authority or other body to whom NGN is obliged to present information to at any time in relation to the management/performance of the Site.

Setting Up the Operations

The supplier, whilst undertaking the Setting Up Operations, to carry out all due diligence, including a detailed verification of the plant, equipment and fabric described in the existing asset registers. Each asset will be given a unique asset number, either as a bar code, which can be read electronically, or with a tag label.

It is the responsibility of the supplier during the period of Setting Up Operations, as detailed in the Conditions of Contract to provide an exception report for the asset register and other information provided by the Client prior to the Commencement Date, and thereafter ensure all plant identified is maintained according to all statutory obligations and other requirements. Within the first six months of contract award the successful provider will establish and implement Standard Operating Procedures for each activity of the contract, i.e. Cleaning, Reactive Maintenance, Help Desk, Waste Management etc. and embed with all members of staff responsible for delivering the contract.

Cleaning Services / Contract Cleaners

The Cleaning Service shall include:

- Offices and General Areas (including desks and office furniture)
- Toilets and Washroom Areas
- Kitchen/Tea Points

A guide to current cleaning hours is attached as **Appendix v. Cleaning Schedule**

The Supplier shall:

- Provide a cleaning service Monday to Friday, excluding Bank Holidays;
- Ensure that routines and Customer's processes are not adversely affected by the Cleaning Services;
- Ensure safe working practices are followed at all times; and
- In the event that any of the areas for cleaning are in use during the access times the Supplier shall liaise with the Customer to agree alternative access times so as to ensure that the Supplier is able to comply with the terms of this Service Level Specification.
- Include consumable items costs (e.g. toilet rolls, hand towels, soap, bin liners). Requirement for use of reusable products in preference to single-use / disposable materials wherever possible. Where single/disposable materials are necessary, they should be recyclable. Ecological cleaning products to be used in preference to standard wherever possible, for example washing up liquids and detergents.

The Supplier shall be able to provide upon request general and ad hoc services as requested by the Customer. Adhoc cleaning requests will be requested through Reactive Maintenance and may include but not limited to:

- Dealing with additional ad hoc requests for Cleaning Services;
- Periodic cleaning duties such that carpets are deep cleaned on a periodic basis as required;
- Dealing with ad hoc duties in relation to special incidents; and
- Specialist Cleaning Services.

The successful supplier must be willing to consider all TUPE liabilities associated with the current workforce.

Hygienic Services

The Supplier will provide hygiene services including:

- The supply of hygiene sanitary bins;
- The disposal of the contents of sanitary bins at an appropriate frequency;
- The supply and maintenance of air fresheners;
- The supply and disposal of Sharps Bins; and
- The supply and maintenance of dust mats.

The Supplier will monitor the usage of the sanitary disposal bins and will advise the Customer if the frequency of collection needs to be increased or decreased as appropriate.

A guide to current quantities and frequencies is attached as **Appendix iv. Hygiene Matrix**

Window Cleaning and Gutter Cleans

The Supplier shall undertake the cleaning of external and internal windows and gutter cleans on relevant buildings:
See **Appendix ii. Services Matrix**.

- Window Cleans to be twice per annum
- Gutter Cleans to be once per annum

The Supplier shall ensure that all related equipment required is included in costs [add into pricing schedule]. The supplier is to ensure the equipment is maintained to a safe operational standard and meet all working at height regulations.

Use and Storage of Materials and Consumables

The Supplier will be responsible for the procurement, safe storage and use of materials as required for the provision of the Cleaning Services.

The Supplier shall:

- Select, and maintain cleaning equipment used in the provision of the Cleaning Services;
- Provide all general and specialist equipment necessary to fulfil the Cleaning services;
- Ensure that the equipment used in the provision of the Cleaning Services complies with all applicable legislation, good practice and any other applicable regulations.
- Ensure that all materials and equipment are designed for specific use in specific areas of the Site;
- Ensure that all equipment is properly cleaned and stored;
- Ensure that staff are properly trained in the use of cleaning materials and equipment;
- Ensure that the most environmentally advantageous products to be used, including avoidance of single use or disposable items wherever possible. Where single/disposable materials are necessary, they should be recyclable. Ecological cleaning products to be used in preference to standard wherever possible.
- Ensure all appropriate COSHH data sheets, COSHH Risk Assessments, staff training, and awareness and associated health and Safety requirements are fulfilled.

Security

The supplier shall provide a Key Holding Service for one NGN Office (Unit 9) and Intruder Alarm Servicing at several sites, however the supplier will be expected to provide a range of security options on an ad-hoc basis.

The Supplier should be able to provide the following Services at the sites as listed in **Appendix ii. Services Matrix**.

- CCTV Service, Maintenance & Monitoring,
- Intruder Alarm, Service Maintenance & Monitoring,
- Mobile Response,
- Key Holding,
- 24hr Security.

Pest Control

All sites will be kept free from pests and infestations at all times. The supplier will maintain records of all incidents of infestation reported and shall provide:

- A pest control manual and guidance at each site;
- Adequate means of pest control, including periodic site visits, and will provide cover against the following, with preference for humane control methods where possible:
 - Rats
 - Mice
 - Ants

Portable Appliance Testing

The supplier will carry out annual portable appliance testing at each NGN Site of all electrical equipment situated at and comprising part of the site to the following standards:

- Conduct a risk assessment, produce testing programme and carry out, in accordance with that programme, the ongoing testing of all electrical equipment referred to above. The supplier will test equipment to the required programme and label compliant equipment with the required information and will remove defective equipment and inform NGN of the action taken.

2. Reactive Maintenance

The Supplier will provide and maintain a fault reporting system such that the Customer can report any failure, repair or any other matter which requires Reactive Maintenance to a Helpdesk. The Helpdesk contact number will be displayed on all sites notice boards.

The supplier shall provide a professionally managed service, for reactive repairs and maintenance 24 hours per day, 365 days per year. With the exception of Emergency Response (described below), no works with a value in excess of £250 to be undertaken without the prior agreement of NGN. It is the responsibility of the provider to continuously demonstrate value for money to NGN for any proposed works or repairs, this will include having robust terms and rates in place and market test / provide competitive quotes where appropriate.

Faults reported shall be categorised and responded to accordingly, by the Supplier. The categorisation of faults shall be as follows:

- **Emergency Response – Attendance within 4hrs. Time to fix 24hrs:** This will cover events requiring immediate response or action to prevent and/or mitigate damage, injury or harm to Visitors and Customer's employees or where there is a serious threat to business continuity. In such circumstances, the Supplier shall take all such actions that may be reasonably necessary to make safe any failure or want of repair.

The Supplier shall then use its best endeavours to rectify such failure or repair within such time as is reasonable and as agreed with the Customer, taking into account the severity of the situation and the availability of the replacement part.

- **Routine Response – Attendance within 48hrs. Time to fix 24hrs:** This will cover any faults to the Site, plant and equipment other than a failure or want of repair that prevent or severely restrict NGN from conducting normal operations. In such circumstances, the Supplier shall take control as soon as reasonably practicable.
- **Quoted Works – Quotes to be received within 10 working days:** The Supplier will provide quotes for change works or cosmetic requests. The supplier will be responsible for demonstrating value for money, competitive rates and ensure that any sub contracted works are agreed prior with vetted/quality workmanship.
 - Electrician
 - Joiner
 - Glazer
 - Plumbing and Heating engineer
 - Air Conditioning Engineer
 - Lift Engineer
 - Grounds Maintenance (i.e. grass cutting, weed killing & winter gritting/snow clearing)
 - Indoor plants (One location)

Grass cuttings to be disposed off site as green waste under Duty of Care thereby avoiding landfill.

Helpdesk Services

The supplier will provide a Helpdesk Service that will, but is not limited to:

- Fault reporting and arranging works,
- General enquiries,
- Site maintenance requests,
- Out of hours opening, including security arrangements,
- Interface with Sub-contractors to organise and co-ordinate service delivery,
- Collation and provision of contract management information,
- Ensure calls are answered in line with agreed service levels,
- Provide a reference job number for each individual job and advise this to the Customer,
- Provide up to date progress of jobs where applicable and chase all orders to comply with timescales,
- Undertake intelligent auditing and provide management information of the service provision,
- Provide a dedicated central 24-hour contact number to call to request Forced Entry, Emergency, Routine and Quoted requirements and
- Provide a mechanism and visibility of updates and progress on all defects reported.

The supplier shall provide detail of actions to be taken and response times for varying priorities of works as detailed below;

Priority	Description	Response times
Emergency Response	This will cover events requiring immediate response or action to prevent and/or mitigate damage, injury or harm to Visitors and Customer's employees or where there is a serious threat to business continuity.	Attendance within 4hrs from initial report. Time to fix 24hrs from first attendance.
Routine Response	This will cover any faults to the Site, plant and equipment other than a failure or want of repair that prevent or severely restrict NGN from conducting normal operations.	Attendance within 48hrs from initial report. Time to fix 24hrs from first attendance.
Quoted Works	To provide quotes for change works or cosmetic requests.	Quotes to be received within 10 working days.

In relation to reactive activities that result in a repair which cannot be completed due to lead times of replacement parts or the need for sanction of costs, the supplier shall create a measure within the system which allows the suspension of any activity under this scenario. The Contractor shall agree in advance with NGN the exact criteria for suspension.

The Helpdesk shall accept requests from all NGN staff by telephone, reporting a fault to or the need for any service defined in this scope. Each call shall be allocated a unique reference number and a timescale for action to be completed. The supplier will keep the caller up-to-date with all developments and consult the caller to ascertain the degree to which they wish to be updated. An update must be produced when requested.

The supplier is to ensure that Helpdesk staff remain fully informed as to the status of calls to the Helpdesk and of Works managed and that they ensure that customers are also kept informed of the progress of requests and timescales for action to be taken.

The supplier will provide sufficient, adequately trained staff to ensure the efficient operation of the Helpdesk.

The Helpdesk operators will ensure that all calls are answered promptly and in a polite, understanding and business-like manner. The operator will as a minimum, record details including time of the call, caller and nature of the query, and will as soon as possible following the call, place any appropriate actions arising from it on the appropriate personnel.

The supplier will produce a monthly pre-scheduled report from the helpdesk as a standalone report for inclusion in performance reviews.

3. Managed Services (On Site Customer Support Officers)

Currently we pay a monthly cost for the services supplied by our Customer Support Officers (CSO) and their wage is paid by our Facilities Management Supplier. – The successful supplier must be willing to consider all TUPE liabilities associated with the current workforce.

The CSO shall undertake the following:

- Annual Fire Evacuations,
- Weekly Fire Alarm Tests,
- Monthly Emergency Light Tests,
- First Fix Maintenance (Minor Repairs),
- Contractor Liaison and Management (CAMOC),
- Helpdesk Liaison,
- Liaison with Client HSE Representatives, Office & Depot Site Managers and members of the Project Teams,
- Processing payment of invoices on behalf of the client
- Provision of Water Coolers including Maintenance and replenishment,
- Monthly Site Audits in line with NGN's Annual HS&E A7 Audit,
- Statutory Building Health and Safety:
 - Fire evacuations
 - Fire extinguisher checks
 - Fire Risk Assessments
 - Call point tests
- Statutory services in accordance with applicable legislation at the time of undertaking the work,
- Update and maintain all records,
- Contractor and Contract Management,
- Induction and monitoring of contractors,
- Monthly gas, water and electricity meter reads for each facility on the last day of each month to be provided to NGN within 2 working days of completion of reading,
- Audit of services to ensure full compliance to contract,
- Day to day management of contractors relative to this scope of works,
- Undertake twice-annual NGN Health & Safety inspection of site,
- The Supplier will undertake audits of statutory health and safety signage to ensure that all signage complies with current legislation. Additional signage, or replacement of existing signage due to changes in legislation,
- Monitor progress timely completion of repairs and planned maintenance and
- TV Licence management/renewal.
- Supervise ancillary staff such as Cleaners, Security and Receptionist where applicable

It is envisaged there will be a requirement for three CSO's, one based in NGN Leeds Head Quarters to cover Thorpe Park and building functions. One based from NGN Leeds HQ Office to cover Yorkshire Depots and one based in NGN Sunderland Office to cover North East and Cumbria Depots and Offices.

Health, Safety and Fire Safety

The supplier shall work in association with NGN's Nominated Site Managers to protect staff and members of the public on the premises through compliance with all relevant statutory obligations and legislation and with Health and Safety Policy (including annual HS&E A7 Audit) as it supports this legislation. The supplier must have the depth of technical and professional advice to advise the NGN and Nominated Site Managers on all Health and Safety matters relating to the premises to deliver this undertaking.

The supplier shall ensure compliance at all times with the Health and Safety at Work etc. Act 1974, the Regulatory Reform (Fire Safety) Order 2005 and all provisions of the Equality Act 2010.

The supplier shall participate fully in the compilation, planning, testing and implementation of emergency evacuation drills and shall report on the events of each evacuation whether planned or not. The supplier shall be responsible for ensuring that all Client and Contractor staff are aware of the protocol to be used in case of an emergency and assist in making certain that emergency procedures are kept up-to-date and applicable for the premises under their control. The supplier shall be responsible for the maintenance of all emergency equipment (e.g. fire extinguishers, stretchers, evac chairs) and shall notify the NGN immediately if any such equipment requires replacement and carry out any building related fire risk assessment actions.

The supplier shall warrant he shall take all practicable steps to ensure that the premises shall comply with all Health and Safety legislation and any other statutory obligations at all times. The supplier shall advise on any areas which appear not to comply with legislation. Any works which are necessitated as a result of such advice shall be added to the Forward Maintenance Programme with agreement of the client and dealt with as a priority under the terms of the contractual remedial actions requirements in agreement with the Client where there is a significant health and safety risk to people and/or property.

The supplier shall ensure that the Fire Safety Plan and Fire Risk Assessment at each NGN location is up-to-date at all times.

The supplier shall work in close co-operation with the NGN HR staff and any other relevant NGN staff, to ensure compliance with personnel and data protection issues in relation to information held.

Maintenance of Portable Fire Fighting Equipment

The supplier will maintain in good operational order all portable firefighting equipment sufficient to meet design purpose at all time and shall comply with the requirements of the fire certificate.

Liaison

In connection with the provision of the Services, and without prejudice to any other obligations, to liaise with appropriate personnel and/or contact points. The Supplier shall regularly liaise with:

- The Customer when preparing to undertake an action in respect of Maintenance or new works which may impact upon the delivery of the Customer's services or upon the comfort and wellbeing of employees and visitors;
- External advisors and statutory bodies in respect of the Services; and
- Actively engage with internal stakeholders such as NGN Nominated Site Managers, Refurb & Property Team, 3iG Team, etc.

Provision of Reception Services

The Supplier shall provide a professional; customer orientated Reception Service at Thorpe Park premises. In Reception areas of the premises, the Reception service is expected to integrate with and complement the security service. The Supplier shall be responsible for providing a seamless and integrated service within reception areas in order to receive and manage staff and visitors efficiently and in a customer friendly manner.

The Supplier shall provide dedicated Receptionists in the premises. All Receptionists shall always be of a neat and tidy appearance. They shall meet and greet in a friendly and polite manner all visitors to the premises and ensure that their passage into the Building is as smooth as possible, whilst complying with procedural and security requirements.

NGN welcomes innovative proposals from the Supplier for the optimisation of the management of visitor ingress and egress in the Reception area. This may include appropriate management of the interfaces between the Reception and Security services to ensure that all visitors and staff have a positive experience each time they visit the premises. This is a 'Front of House' role and therefore appearance and high customer relationship skills are essential attributes.

The normal working hours of the Reception service are to be one 06:00-14:00 and one 10:00-18:00 to cover the Core Service Hours Monday to Friday, however the Contractor shall ensure, when given 24 hours' notice, that s/he responds positively to requests to escalate the service provision, in terms of staffing and the service specific duties to be performed.

The Supplier shall ensure that there are adequate procedures laid down for use by Reception staff so that they are immediately capable of answering general queries about the functioning of the premises and NGN's business and are able to forward any concerns to relevant NGN staff.

All Reception staff shall be trained in basic Health and Safety matters, be trained as a First Aider by an approved body, and shall always have immediate access to, and full awareness of, emergency contacts and procedures. All Reception staff shall be trained in appropriate emergency procedures, including but not limited to urgent evacuation of the building and responses to bomb threats. It will be expected for the Supplier to ensure that all Reception staff always remain updated on emergency procedures and Health and Safety.

Reception staff shall issue all visitor passes. Visitor passes shall only be issued to those visitors with verified appointments within the premises, or to bona-fide staff of NGN. It will be incumbent on the Supplier to ensure that all visitors to the premises have a valid reason for gaining access, by checking with the appropriate the member of the NGN's staff, and ensuring that the visitor remains at Reception until their meeting sponsor arrives.

Reception staff shall ensure, through appropriate communication, that the sponsor of each and every visitor is advised in timely fashion of their visitor's arrival. If there is any delay, for any reason, in a visitor to the premises attending his/her meeting, Reception staff will keep the visitor informed as to the reason for the delay and the likely wait time. Reception staff shall ensure that visitors shall not have to wait more than fifteen minutes without information on recipient status. In no circumstances should a visitor to the premises be allowed to enter the premises without a sponsor. Reception staff will monitor Thorpe Park meeting rooms at the end of each day to ensure they are clean and prepared for the next day (and action taken if found otherwise).

Reception staff will ensure all goods inwards are always to be via the loading bay. Reception staff shall be responsible for advising those delivering other goods of the location of the goods entrance.

Provision of Security Guarding

Security guarding services should be provided to the standards set out below.

All Security staff must be adequately trained in emergency evacuation measures including but not limited to building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat.

Service	Service Standard
Provide guards. One person at any one time to cover out of hours 17:00 – 08:00 Monday to Friday. 17:00 – 08:00 Friday to Monday.	<p>The supplier will recruit and provide staff who are suitable, qualified and able persons to carry out procedures in accordance with BS 7858. Training of staff to British Standard 7499 (and ISO equivalent) will be required.</p> <p>The supplier will minimise staff turnover and provide appropriate cover for annual leave and other absences to maintain full cover at all times.</p> <p>The supplier will provide evidence that all staff meet the required standard.</p>
Production and issue of assignment instructions.	The supplier will produce assignment instructions detailing working methods and procedures, in conjunction with the Client, and issue to all relevant parties.
Adherence to and maintenance of assignment instructions.	The supplier will deliver services at all times in accordance with the procedures set out in the assignment instructions.
Access control.	<p>The supplier will prevent unauthorised access to the Sites and assist and direct visitors and contractors. The supplier will respond immediately to any breach of security with appropriate action being instigated and resolved within a timely fashion.</p> <p>The supplier will maintain the access control system in line with the Data Security Policies.</p> <p>The supplier will operate the pass system in accordance with the Client's security instructions.</p> <p>The supplier will issue new or replacement staff passes within one Business Day of the requirement being notified.</p> <p>The supplier will control access to car parking to maintain the security of the Sites and prevent unauthorised access.</p> <p>The Contractor will at all times maintain access and egress for emergency vehicles.</p>
Operating, monitoring and responding to all alarms and CCTV.	<p>The supplier will monitor all alarm and CCTV systems as required by the assignment instructions and to meet the ACPO Code of Practice.</p> <p>The supplier will take appropriate action in the event of any incident.</p>
Patrolling internal/external areas.	The supplier will perform all activities in accordance with assignment instructions.

Fire/bomb emergency control/co-ordination.	The supplier will perform all activities in accordance with assignment instructions.
Compliance with state of alert procedures.	<p>The Client will notify the supplier which level of state of alert is in force at a given time.</p> <p>The supplier will immediately implement the appropriate change in security measures and ensure that security appropriate to the given level is provided at all times. supplier will operate these procedures to the standard specified by the Client.</p>

4. Waste Management

The supplier shall provide Waste Services on each site where required to enable NGN to comply with the waste hierarchy whilst also encouraging Offices and Depots to keep waste to a minimum by preventing, reusing and recycling. The supplier is required to support NGN to achieve its target of reducing overall waste generation by 5% between 2017 and 2021, and 20% between 2017 and 2029. This includes the requirement to bring opportunities to reduce waste generation and landfill disposal to the attention of NGN in a timely manner.

The Supplier will;

- Achieve 0% disposal of recyclable or recoverable waste to landfill throughout the duration of the contract.
- Provide appropriate secure segregated waste storage on all sites allowing for separate collection of recyclables, hazardous and residual wastes.
- Provide all office, kitchen and workshop areas with sufficient segregated waste and recycling bins each with clear labelling regarding what waste should be placed in each bin to enable our colleagues to participate in recycling. Bins should be labelled to reflect the relevant waste types accepted at that particular location. As a minimum, each office, kitchen and workshop area should be provided with separate waste containers for recyclable waste, paper and cardboard, glass (if not accepted within recyclable waste) and general waste. Consideration should also be given to provision of separate containers for food waste.
- Actively manage and monitor the usage of waste and sanitary disposal bins and will advise the Customer if the frequency, type or size of collection needs to be amended as appropriate.
- Centrally hold, provide all waste details (inc waste carrier and waste disposal licenses, consignment notes, AWTN etc.) and provide assurance of compliance with the Waste Management Duty of Care Code of Practice.
- Comply with all Waste Regulations and NGN Waste Management Policy and Procedure **Appendix iii. Waste Matrix.**
- Complete Duty of Care compliance checks on all waste carriers and receiving waste facilities utilised under the contract at the first time of use and at minimum annual intervals thereafter. The findings of these checks are to be provided to NGN within 10 working days of completion.
- Utilise local waste facilities in preference to remote facilities to help NGN minimise the fuel consumption and resultant carbon emissions associated with our supply chain.
- Provide NGN with monthly reporting of waste collection and disposal data to include:
 - Cost of collection and disposal per site, per waste type.
 - Frequency of collection per site, per waste type.
 - Quantity of waste collected per site, per waste type.
 - Destination of waste collected.
 - Quantity of waste recycled, recovered, landfill.
 - Fuel consumption associated with collection of NGN waste (only) during the specific month in litres of fuel with fuel type specified.
 - Exact reporting dates to be agreed with NGN but reports would be required one month plus five working days in arrears.
 - Data to be made available to NGN in electronic format in a manner to be agreed with NGN.

The main waste streams are, but are not limited to the following:

- General
- Recyclable (Paper, Cardboard, Metal, Wood, Plastic etc)
- Secure disposal of Confidential Waste
- Construction
- Hazardous

- Asbestos (small quantities)
- Anaerobic Materials (Methacrylate Based)
- Aerosols (WD40, spray paint, etc.)
- Fluorescent Tubes
- Batteries (Alkaline, lithium, zinc carbon, lead acid and NICAD)
- Electrical Goods (inc computers)
- Foams (two part material with isocyanate hardener)
- Odorant Filters (adhoc request)
- Oil (from workshops)
- Oil Contaminated Materials (rags, used spill kits)
- Piggings Waste (waste extracted from gas pipes)
- Sharps
- Interceptor Waste
- Mains Dust (containing traces of Naturally Occurring Radioactive Material "NORM" with activity levels <14.8 Bequerels per gm)
- Syphon Water with >25% Monoethylene Glycol concentration
- Syphon Water from mains (containing Syphon Water)

The supplier should also provide ad hoc waste management services for unanticipated waste streams.

Performance Monitoring and Contract Management

The supplier will be required to undertake the following performance monitoring regime which will be available to view on the Customer Portal:

- Operate procedures within the ISO 900/2010 compliant Quality Management systems to record information in support of performance monitoring and to enable regular robust performance reporting,
- Monitor the performance of the Services and produce monthly service reports,
- The supplier will maintain a Management Information System (MIS) as part of the ISO 9001/2010 compliant Quality Management systems to analyse information on the performance of each aspect of required services.
- The MIS system utilised by the supplier will at all times throughout the period of the Contract monitor performance of services, notwithstanding any changes in work practices, technology, agreed Performance Standards etc. and be available to view by NGN and its stakeholders in a live on-line Customer Portal.

The supplier and NGN Contract Manager shall hold meetings to review the performance and effectiveness of the Services. The frequency of the meetings is to be in line with the following;

- Operational Performance Meeting – Monthly
- Commercial Contract Management Meeting – Per Annum

The supplier will nominate a representative, who will attend and participate in the Operational Performance Meetings (Monthly), ad hoc meetings and provide regular contact with NGN.

The supplier will also provide details of their management structure and nominate senior representatives to attend and participate in Commercial Contract Management Meetings (Per Annum).

NGN shall complete an annual audit for each NGN Site which will cover all aspects of the contract, audit items shall include, but not limited to; Statutory and Non-Statutory Planned Preventative Maintenance, Cleaning, Hygiene Services, Window/Gutter Cleans, Pest Control, Fire Risk Assessments, Waste etc.

The supplier shall inform the NGN Contract Manager of all complaints and compliments received about the Services delivered under the Contract. The supplier shall be required to deal directly with complaints and shall provide a senior employee and any required specialists to attend and participate in meetings at the NGN's request.

Issues, complaints and service failures that cannot be resolved shall be escalated through the Contract Management meeting structure.

The supplier shall provide monthly Service Reports drawn from their Quality Management System at their own cost to support and inform regular review meetings between the Contractor and NGN. Each Service Report shall detail, but not be limited to, the following:

- Summary of PPM, Periodic Cleaning, Pest Control, PAT Testing and Forward Maintenance activities in the reporting month showing planned date, actual date activities were carried out,

- KPIs highlighting any shortfall in performance,
- Emergency, Routine and Quoted work response and fix times,
- Helpdesk Call Statistics,
- Waste Management monthly data (including waste diverted from landfill) and Annual Waste Transfer Notes Service performance in the reporting month,
- Forward work plan to show planned PPM for following two months, specialist or periodic cleaning for following two months and the current Forward Maintenance Programme,
- Number of Contract variation requests,
- Number of Contract variation requests implemented,
- Number and details of all complaints,
- Statement of accounts showing the invoiced amounts, payments made by the Client, payments made to sub-contractors, payments made to suppliers,
- Highlight areas where each building is failing to reach efficiency targets and make recommendations to improve performance,
- Forthcoming changes in legislation,
- Health, Safety and environment breaches and reported accidents, incidents and near misses,
- Statutory Compliance checks completed in month, outstanding checks and remedial actions required,
- Quality Audits undertaken in month,
- Review of staffing numbers, and contract management structures including full list of site staff showing name, job descriptions, work location, CRB status, SIA licence and other relevant certification details as required,
- Service delivery proposals and contractual issues if any changes have occurred,
- Lifecycle reports detailing condition of building fabric and fittings, including timely notification of any items beyond economic repair or requiring replacement.

The Service Report shall include a dashboard which will provide highlight information on the above items noted and shall form the basis of all monthly operation performance meetings.

The Service Report shall include the performance of each Service provided under the Contract including the following:

- All reported faults in this reporting period;
- Performance failure occurrences and duration;
- Performance failures dealt with within rectification periods;
- Performance failures not dealt with within rectification periods;
- Number of outstanding performance failures not yet dealt with;
- Average response times across types of fault.

Call statistics from the Helpdesk showing number of calls, calls answered within 20 seconds, longest ringing time and abandoned call rate.

NGN and supplier shall both within reason have the opportunity to add further measurable items to this list or request ad hoc reports, such requests shall be provided within a reasonable time before the production of the Report to enable the Contractor to collate the necessary information.

Staff

Services provided must be delivered by competent staff who have Basic Skills, in line with the Government's initiative outlined in the Cabinet Office 'Joint Statement on Access to Skills, Trade Unions and Advice in Government Contracting'. Basic Skills are defined as Level 1 literacy (equivalent to GCSE English at grades D-G) and Entry Level 3 numeracy (one level below Level 1).

All Contractor and Sub-Contractor staff employed in the delivery of the services must have HMG Baseline Personnel Security Standard (BPSS) checks, as detailed in the Cabinet Office Security Policy Framework, in place prior to commencing work on the Contract. The Cabinet Office Security Policy Framework is available at <http://www.cabinetoffice.gov.uk/sites/default/files/resources/HMG%20Baseline%20Personnel%20Security%20Standard%20V3%201a.pdf>

The supplier must ensure all documentation held in relation to Basic Skills and BPSS is made available for audit by the Client on request.

All staff must be supplied with a suitable uniform to be agreed with NGN and must present a neat and tidy appearance at all times.

The supplier shall employ sufficient staff to ensure that the Services are provided at all times and in all respects in accordance with this Specification. The supplier shall ensure that a sufficient reserve of staff is available to meet the requirements of this Specification during holidays and all absences. Staffing levels employed by the supplier shall accord with those to be agreed with the Client in the Method Statements.

Where staff are employed to work within the sites details of staff shall be submitted in an agreed format to the NGN for approval, prior to the relevant person commencing work.

The supplier shall maintain a personal training record for all staff.

The supplier shall ensure all new staff, agency staff and Sub- Contractors involved in the delivery of the Services undertake the induction programme prior to their commencement of works on Site.

The supplier shall ensure that all staff engaged in the delivery of the Services, shall in addition to participating in the induction programme, be at all times properly and adequately notified, trained and instructed and the information recorded within their personal training records (including if reasonably practicable by way of continuing professional development) with regard to, but not limited to:

- The task that the individual has to perform;
- All the provisions of this Specification relevant to the duties to be performed;
- The standing instructions, policies and procedures of the Client, where relevant to the Services;
- All relevant health and safety hazards, rules, policies and procedures concerning health and safety at work, all Client Policies and all other mandatory and statutory requirements;
- Fire precautions, fire procedures and Client Fire Safety Policy;
- Improving energy and resource efficiency within the Sites including in accordance with the provisions of this Specification and in line with mandatory standards and requirements. For avoidance of doubt the supplier shall release staff as may be required from time to time to attend NGNs training. The supplier shall at its own expense provide suitably trained replacement staff so as not to compromise the level or quality of service delivery at such times.

Management of Sub-Contractors

The supplier is required to actively manage all aspects of Sub-contractors throughout the supply chain and ensure that all service requirements, service levels and KPI's contained in the Contract are passed directly through to all Sub-contractors within the supply chain. The Contractor shall provide to the Client a copy of their Sub-Contractor management plan within the proposed Quality Plan.

The supplier shall implement and maintain a pre-approvals process and register of approved Sub-Contractors to ensure adequate competence levels are maintained to comply with statutory requirements and ISO9001/ISO14001/ISO14001/OSHAS 18001 certification.

Suppliers shall warrant that all supply chain partners carry adequate professional indemnity insurance and that they are legally and professionally compliant in all activities whilst operating within the premises. The supplier shall demonstrate unequivocally the acceptance of these issues.

The supplier shall provide, monitor and update an approved list of Sub-Contractors which have proven relevant skills, qualifications, financial, management and operational experience relevant to the Services and satisfactory to the Client. This information will be available for inspection by the Client.

Safe Systems of Work

The supplier shall be responsible for defining within their operating QMS any required Safe Systems of Work including all processes and records associated with issuing, managing and approving permits to work.

Continuity of Services

The supplier will be required to demonstrate that processes are in place to ensure continuity of services should there be a critical failure by either the contractor or any sub-contractor through the entire supply chain.

The supplier will ensure that any risks identified in their risk register which relate to potential failure to deliver the services are reviewed and appropriate processes put in place to ensure continuity of the services. This includes insuring robust staffing levels are maintained to cover all roles including cover for annual leave and other absences.

The supplier shall support the NGN's business continuity planning by offering practical advice on issues such as the safe evacuation of the premises during an emergency, the operation of emergency systems (such as standby power generation etc). The supplier shall ensure that all Contractor staff are aware of the protocols to be used in case of an emergency, and shall participate fully in the compilation, planning, testing and implementation of the NGN's emergency management procedures including evacuation drills and shall report on the events of each and any incident. The supplier shall be proactive in identifying areas of potential risk or proposing any changes to the operation of emergency procedures and reporting these to the Client.

The supplier shall liaise with NGN to ensure that they are fully cognisant at all times of the NGN's emergency procedures. The supplier shall seek ways to improve and enhance such procedures in partnership with NGN.

The supplier shall support the NGN in managing the implementation of the business continuity plan. This plan will include but not be limited to:

- Responses to all potential emergencies and
- Compliance with legal requirements.

Refurbishment Works

Refurbishment works are activities that may be identified by NGN. The supplier may be invited to procure, and project manage on behalf of NGN. NGN reserves the right to decide whether or not to offer the supplier such opportunities.

For all Refurbishment Works full liability for costs will fall to NGN.

The supplier shall propose and agree with NGN a methodology which states clearly and unequivocally how they shall:

- Execute, were required, Refurbishment Works whilst satisfying NGN's need for transparency, competition, demonstration of value for money procurement and partnership.
- Procure and manage, and if required execute, Refurbishment Works on behalf of NGN whilst satisfying NGN's need for transparency, competition, demonstration of value for money procurement and partnership.

The supplier shall recognise NGN's requirements for transparency, competition, demonstration of value for money, procurement and partnership must be satisfied. All submissions for works shall be subject to the provision of a strategic business case justification.

Mobilisation

The supplier shall develop a plan, including but not limited to, a schedule of all activities to be undertaken in the mobilisation of all services contained in this schedule, liaison with the incumbent supplier, including TUPE transfers, staff terms and conditions, appropriate consultations and plans and documentation to be produced and timescales for completion. The mobilisation plans shall be copied to NGN for approval prior to commencement of the mobilisation period.

During the mobilisation period the supplier will familiarise himself with the NGN's Buildings and the accommodation needs.

The supplier must fulfil all the duties contained in the following paragraphs and must have in place by the end of the mobilisation period all the necessary arrangement to ensure continuous service to NGN.

The supplier should note that NGN cannot guarantee the completeness or accuracy of any information provided, or that of the outgoing supplier.

The supplier will attend weekly progress meetings (or teleconference) with NGN, or more frequently on request, during the mobilisation period, to report progress against the mobilisation plan, the meetings will be chaired by the NGN; minutes will be kept and published by the supplier. In conjunction with NGN the supplier shall construct and maintain a Risk Register for mobilisation.

De-Mobilisation

On the expiry, or earlier determination, of the Contract, the supplier shall:

- Six Months prior to the end of the contract the Contract draw up a demobilisation plan
- Ensure there is no diminution of the Services up to and including the final day of the Contract Period;
- Cooperate with NGN and incoming supplier in the development and execution of plans to ensure that all work and appropriate staff (TUPE) are transferred to the new contractor or contractors as smoothly and efficiently as possible;
- Draw any outstanding work to a close at an appropriate stage as agreed with the Customer;
- Hand over to NGN all documents, software and information relating to the Services including but not limited to repair, replacement and maintenance records and service regimes.
- Return to NGN any equipment owned by NGN and used by the supplier;
- Co-operate fully with any incoming contractor or contractors including any TUPE requirements.

Most of the specific requirements are captured within this Scope however, Northern Gas Networks' requirements may change and therefore, a variation to the contract may be required. This would occur as a result of any business changes and therefore, a flexible approach is required. If additional service requirements and/or sites are identified to be disposed of following contract award, the contract will be varied to reflect the changes.

Project Success Criteria

The main factors by which the success of this exercise will be judged are:

- The appointment of a single Supplier to provide the goods, training and maintenance requirements as set out within this Tender as the most economically advantageous outcome.
- The successful completion of the aforementioned contract in full compliance with NGN's HS&E Policies, legal requirements and technical specifications.

Estimated Contract Timings

PIN Issued	21/10/2018 – 01/01/2019
PQQ Issued	02/01/2019 – 16/01/2019
PQQ Evaluations and sign off	16/01/2019 – 30/01/2019
RFP Issued	01/02/2019
*(Site Visits – anytime between these dates)	01/02/2019 – 21/02/2019
Clarification Deadline	22/02/2019
RFP End Date	01/03/2019
Evaluations (& NGN Clarifications)	01/03/2019 – 15/03/2019
NGN Internal Award Approval	15/03/2019 – 29/03/2019
Notification to suppliers and Standstill period	01/04/2019 – 12/04/2019
Contract Negotiations	April 2019
Contract award & sign off	April 2019
Contract Commencement	1 st May 2019

*Please note – if successful and shortlisted to RFP you will need to liaise with the NGN Procurement team via the Ariba messaging portal to arrange site visits (if you feel this is required in order to submit your strongest bid).

Basis of Contract

Contract length of three years with an option to extend for a further 3 x 1 years. Start date estimated as 1st May 2019.

The Contract will be based on NGNs standard supply of services terms and conditions, with adaption to certain particulars for specific supplies, i.e. **insurance limit requirements, liabilities, conditions for inspection, testing, delivery and lead times, payment etc...**

There will be an expected service level/KPI provision in terms of supply which will be detailed further in the tender documentation.

In addition to the detail in this scope, the successful supplier will be expected to consider all TUPE liabilities associated with NGN's current workforce currently undertaking the work detailed. Further details will be issued within the tender documentation if successful.

General Health, Safety and Environmental Requirements

1. LEGISLATION

The Supply/Works shall be carried out in accordance with the Acts and Regulations of which the following are some but not necessarily all those applicable: -

Factories Act 1961
Construction (Health, Safety & Welfare) Regulations 1996
Construction (Health Protection) Regulations 1989
Workplace (Health, Safety & Welfare) Regulations 1992
Lifting Operations & Lifting Equipment Regulations 1998
Gas Safety Management Regulations 1996
Special Waste Regulations
Health and Safety at Work etc. Act 1974
Environmental Protection Act 1990
The Gas Safety (Installation and Use) Regulations 1998
Ionising Radiation Regulations 1985
Control of Asbestos at Work Regulations 2002
Control of Substances Hazardous to Health Regulations 2002
The Waste (England and Wales) (Amendment) Regulations 2012
Hazardous Waste (England and Wales) Regulations 2005

The Supplier will make available to the Company on request and prior to commencement of the Contract, its arrangement for carrying out and implementing the requirements of the following Regulations:

The Management of Health and Safety at Work Regulations 1999
The Manual Handling Operations Regulations 1992
The Provision and use of Work Equipment Regulations 1992
The Personal Protective Equipment Regulations 1992 / 2002
The Construction (Design & Management) Regulations 1994 / 2000

The Supplier must also observe the requirements of all other Acts and Regulations British Standards, IGEN Standards, and Codes of Practice or others which may be relevant.

2. GENERAL

The Supplier will have in place a formal Health, Safety and Environment management system and will be responsible for safeguarding the health, safety and welfare of his employees, the Company's employees whilst on his sites, the general public and the protection of the environment, e.g. the Supplier will ensure the provision and proper use of personal protective equipment (including clothing) to conform with the various requirements of the Company's and / or the Asset Owner's procedures and the relevant statutes and regulations.

3. Accident, Incident or Dangerous Occurrence

The Supplier will advise the Company in a manner compliant with the current legislation immediately in the event of an accident, incident or dangerous occurrence involving people, damage to property, the environment or the Works. Similarly, the Company will be informed immediately of the details and outcomes of any investigation or disciplinary action taken by the HSE (or other regulatory authority) of any work carried out by the Supplier.

4. Company's HS&E Audit

The Company through its Project Manager or through people nominated by its Project Manager will have at all times the right to require the Supplier to undergo a complete audit of its health and safety records and procedures to ensure compliance with statutory requirements, law, Regulations and the Company and / or the Asset Owner's policies and procedures.

5. Environment

The Company aims to control the impact on the environment through its activities, products and services and ensure that its and its Suppliers comply with environmental legislation.

Examples include:

- Environmental Policy
- Staff training and briefings
- Site drainage plans
- Discharge consents
- Environmental response plan
- Materials and waste management
- Spillage collection and disposal
- Waste management licences
- Noise and dust pollution
- Nominated site landlords
- Recycling of waste

To support this, the Company is certified to ISO 14001. Upon request, the Supplier will demonstrate what Environmental Management System they have in place to dovetail with the Company systems. The Supplier is encouraged to gain Certification of ISO 14001.

6. Operatives

All operatives will be competent and capable of undertaking the full range of duties associated with the Safety and Technical Competency profile for their particular roles.

Upon request, the Supplier will produce documentary evidence of operative qualifications and will maintain and make available a register of all employees stating their qualifications, dates obtained, expiry, revalidation dates and details of and update or other relevant training courses attended.

Supplier to provide adequate PPE and Staff Uniform, Operatives to be appropriately presentable to uphold the professional and Corporate image of NGN.

7. Safety & Technical Competencies

The Supplier will have in place a system for assessing, recording and reviewing annually the safety and technical competencies of all its staff and operatives which complies with the requirements of Regulation 13 of the Management of Health & Safety at Work Regulations 1999 and all other appropriate/related best practice/legislation.

8. Appendices

Please find attached all relevant appendices.



FM Appendices.xlsx