



UK Research
and Innovation

Facilities Management Services Contract



JPF Systems Ltd

16 Duke Street

Liverpool

Merseyside L1 5JW

FOIA Section 40 Personal Information

Date: 4th July 2023

Our ref: UKRI-2852

Dear Sirs,

Award of contract for the service of Automatic Doors Maintenance for STFC Daresbury Laboratory

Following your tender/ proposal for Automatic Doors Maintenance to UKRI, we are pleased to award this contract to you.

This letter ("**Award Letter**") and its Schedule(s) set out the terms of the Contract between:

- (1) **United Kingdom Research and Innovation**, a statutory corporation whose registered office is at Polaris House, North Star Avenue, Swindon, England, SN2 1FL ("**UKRI**"); and
- (2) JPF Systems Ltd, trading as The Automatic Door Company, a company incorporated and registered in England with company number 03359561 and registered VAT number 693640117 whose registered office is at JPF Systems Ltd, 116 Duke Street, Liverpool, Merseyside, L1 5JW (the "**Service Provider**").

Unless the context otherwise requires, capitalised expressions used in this Award Letter have the same meanings as in the terms and conditions of contract set out in Schedule 1 to this Award Letter (the "**Conditions**"). Please do not attach any Service Provider terms and conditions to this Award Letter as they will not be accepted by UKRI and may delay conclusion of the Contract.

For the purposes of the Contract, UKRI and the Service Provider agree as follows:

Term

- 1 Commencement Date: 1st August 2023
- 2 Expiry Date: 31st July 2025
- 3 UKRI may extend this Contract for a period of up to 2 years by giving not less than 3 months' notice in writing to the Service Provider prior to the Expiry Date. The terms and conditions of this Contract shall apply throughout any such extended period.

Description of Service

- 4 The Specification of the Services to be delivered is as set out in Schedule 2.

Charges & Payment

- 5 The Charges for the Services shall be as set out in Schedule 3.
- 6 All invoices should be sent, quoting a valid purchase order number (PO Number) provided by UKRI, to finance@uksbs.co.uk

7 To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your UKRI contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment, please contact our Accounts Payable section either by email to finance@uksbs.co.uk or by telephone 01793867000 between 09:00-17:00 Monday to Friday.

Service Provider’s Liability

8 Pursuant to clause 20.4, the Service Provider’s Limit of Liability under this Contract shall be: 125% of the total Charges paid and payable to the Service Provider under this Contract.

Notices

9 The address for notices of the Parties are:

UKRI

Polaris House, North Star Avenue,
Swindon, England, SN2 1FL

FOIA Section 40 Personal Information

Email: commercial@ukri.org

Service Provider

JPF Systems Ltd, 16 Duke Street,
Liverpool, Merseyside, L1 5JW

FOIA Section 40 Personal Information

Liaison & Disputes

10 For general liaison your contact will continue to be FOIA Section 40 Personal Information or, in their absence, FOIA Section 40 Personal Information

11 Pursuant to Clause 32.3, Disputes shall be escalated to the following individuals:

(a) Stage 1 escalation:

UKRI: UKRI Commercial Business Partner

Service Provider:

FOIA Section 40 Personal Information

(b) Stage 2 escalation:

UKRI: UKRI Head of Commercial

FOIA Section 40 Personal Information

We thank you for your co-operation to date and look forward to forging a successful working relationship resulting in a smooth and successful supply of Service. Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to **FOIA Section 40 Personal Information**. No other form of acknowledgement will be accepted. Please remember to quote the reference number above in any future communications relating to this contract.

Yours faithfully,

Signed for and on behalf of **United Kingdom Research and Innovation**

Signature:

FOIA Section 40 Personal Information

Name:

Position:

Commercial Business Partner, UKRI

Date:

24th July 2023

We accept the terms set out in this Award Letter and the Schedule(s).

Signed for and on behalf of **JPF Systems Ltd**

Signature:

FOIA Section 40 Personal Information

Name:

Position:

Date:

13/07/2023

Schedule 1 - The Conditions of Contract for Service

1 INTERPRETATION

Definitions. In the Contract (as defined below), the following definitions apply:

Award Letter: means the letter from UKRI to the Service Provider printed above these terms and conditions;

Change in Law: any change in Law which impacts on the performance of the Services which comes into force after the Commencement Date;

Charges: the charges payable by UKRI for the supply of the Services as specified in Schedule 3;

Commencement Date: means the date for the start of the Contract as set out in the Award Letter;

Confidential Information: means:

- (a) all confidential information and data which is acquired from or made available (directly or indirectly) by the Disclosing Party or the Disclosing Party's representatives however conveyed or presented, including but not limited to any information or document relating to the Disclosing Party's business, affairs, operations, budgets, policies, processes, initiatives, plans, product information, pricing information, technical or commercial know-how, trade secrets, specifications, strategies, inventions, designs, software, market opportunities, personnel, customers or Service Providers (whether relating to this Contract or otherwise) either orally, in writing, or in whatever form obtained or maintained;
- (b) any information or analysis derived from the Confidential Information;
- (c) anything marked as confidential and any other information notified by or on behalf of the Disclosing Party to the Receiving Party as being confidential;
- (d) the existence and terms of this Contract and of any subsequent agreement entered into in relation to this Contract;
- (e) the fact that discussions and negotiations are taking place concerning this Contract and the status of those discussions and negotiations; and
- (f) any copy of any of the information described in (a), (b), (c), (d), or (e) above, which shall be deemed to become Confidential Information when it is made. For the

purposes of this definition, a copy shall include, without limitation, any notes or recordings of the information described in (a), (b), (c), (d), or (e) above (howsoever made);

but not including any information which:

- (i) was in the possession of the Receiving Party without a breach of an obligation of confidentiality prior to its disclosure by the Disclosing Party;
- (ii) the Receiving Party obtained on a non-confidential basis from a third party who is not, to the Receiving Party's knowledge or belief, bound by a confidentiality agreement with the Disclosing Party or otherwise prohibited from disclosing the information to the Receiving Party;
- (iii) was already generally available and in the public domain at the time of disclosure otherwise than by a breach of this Contract or breach of a duty of confidentiality;
- (iv) was independently developed without access to the Confidential Information; or
- (v) relates to the Service Provider's performance under this Contract or failure to pay any sub-contractor as required pursuant to clause 10.9;

Contract: means the contract between UKRI and the Service Provider constituted by the Service Provider's countersignature of the Award Letter and includes the Award Letter and Schedules;

Cyber Essentials Questionnaire: UKRI's questionnaire for the Service Provider regarding their cyber security arrangements, a copy of which is available from UKRI on request;

Data Protection Legislation: means, for the periods in which they are in force, all laws giving effect or purporting to give effect to the GDPR, the Data Protection Act 2018, or otherwise relating to Data Protection, including the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive (2002/58/EC), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003), the GDPR and all applicable laws and regulations relating to the processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner, in each case as amended or substituted from time to time;

Declaration of Ineffectiveness: a declaration made by a Court under regulation 98 which has any of the consequences described in regulation 101 of the Public Contracts Regulations 2015 (as amended) or which is made under an equivalent provision implementing Directive 2014/23/EU in England, Wales & Northern Ireland and which has consequences which are similar to any of the consequences described in regulation 101 of the Public Contracts Regulations 2015 (as amended);

Deliver: means hand over of the Goods to UKRI at the address(es) specified in the Specification (or otherwise agreed in writing by the Parties) and on the Delivery Date, which shall include unloading and any other specific arrangement agreed in accordance with clause 6. "Delivered", "Delivery" and "Deliveries" shall be construed accordingly;

Deliverables: all Documents, products and materials developed by the Service Provider or its agents, contractors and employees as part of, or in relation to, the Services in any form, including computer programs, data, reports and specifications (including drafts);

Delivery Date: the date for delivery of the Goods specified by UKRI in writing and if no such date is specified, within 28 days of the date of UKRI's written request;

Delivery Note: means a note produced by the Service Provider accompanying each delivery of the Goods which shows the date of the order, the order number (if any), the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Goods are being delivered by instalments, the outstanding balance of Goods remaining to be delivered;

Disclosing Party: means a Party that makes a disclosure of Confidential Information to another Party;

Dispute: means any dispute, conflict or disagreement arising out of or in connection with this Contract;

Document: includes, in addition to any document in writing, any drawing, map, plan, diagram, design, picture or other image, tape, disk or other device or record embodying information in any form.

Early Warning Register: the register of possible risks that may materialise in the future (also known as Risk Register)

EIR: the Environmental Information Regulations 2004 (or if applicable the Environmental Information Regulations (Scotland) 2004) together with any guidance and/or codes of

practice issued by the Information Commissioner or relevant government department in relation to such regulations;

Expiry Date: means the date for expiry of the Contract as set out in the Award Letter;

FOIA: the Freedom of Information Act 2000 (or if applicable the Freedom of Information (Scotland) Act 2002) and any subordinate legislation made under the Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation;

Force Majeure Event: shall be limited to one or more of the following events: hurricanes, tempest, acts of state or public enemy, wars, revolutions, uprisings, hostilities, civil disturbances, riots, civil war, insurrection and invasion. For the avoidance of doubt, strikes, lockouts and shutdowns of a Party (or of any person engaged by any of them) shall not be a force majeure event for that Party;

GDPR: means:

- (a) the General Data Protection Regulations (Regulation (EU) 2016/679) which came into force on 25 May 2018; or
- (b) any equivalent legislation amending or replacing the General Data Protection Regulations (Regulation (EU) 2016/679);

General Change in Law: a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Service Provider) or which affects or relates to the supply of services to another customer of the Service Provider that are the same or similar to any of the Services;

Good Industry Practice: means all relevant practices and professional standards that would be expected of a well-managed, expert service provider performing services substantially similar to the Services or supplies substantially similar to the Goods to customers of a substantially similar size and nature to UKRI;

Goods: means the goods to be supplied by the Service Provider to UKRI, under the Contract as set out in the Specification;

Information: has the meaning given under section 84 of FOIA;

Intellectual Property Rights: all patents, rights to inventions, utility models, copyright and related rights (including moral rights), trademarks, service marks, trade, business and

domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world;

Key Personnel: means any persons specified as such in Schedule 4 or otherwise notified as such by UKRI to the Service Provider in writing;

Law: means any law, statute, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of section 2 of the European Communities Act 1972 and section 4 of the European Union (Withdrawal Act 2018, regulation, order, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body, with which UKRI and the Service Provider (as the context requires) is bound to comply;

Limit of Liability: means the Service Provider's limit of liability identified in the Award Letter;

Notifiable Breach: has the meaning set out at clause 8.3;

Party: the Service Provider or UKRI (as appropriate) and "Parties" shall mean both of them;

Personal Data: has the meaning given to this term by the Data Protection Legislation;

Personal Data Breach: shall have the same meaning as in the Data Protection Legislation;

PO Number: means UKRI's unique number relating to the supply of the Service;

Public Body: any part of the government of the United Kingdom including but not limited to the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales, local authorities, government ministers and government departments and government agencies;

Public Procurement Termination Event: UKRI exercises its right to terminate the Contract in one or more of the circumstances described in either regulation 73(1) of the Public Contracts Regulations 2015 (as amended from time to time), or equivalent provisions implementing Directive 2014/23/EU in England, Wales & Northern Ireland (as amended from time to time);

Receiving Party: means a Party to which a disclosure of Confidential Information is made by another Party;

Remediation Plan: means a report identifying:

- (a) the nature of the Notifiable Breach described at clause 8.3, its cause and its anticipated duration and impact on the Contract; and
- (b) the procedures and resources the Service Provider proposes to apply to overcome and rectify the Notifiable Breach and to ensure the impact of the Notifiable Breach is minimised and future performance of the Contract is not adversely affected;

Request for Information: a request for Information or an apparent request under FOIA or EIR;

Services: the services, including without limitation any Deliverables, to be provided by the Service Provider to UKRI under the Contract as set out in the Specification;

SME: as defined by EU recommendation 2003/361/EC;

Scope of Services: the description of the Services to be provided under this Contract as set out in Schedule 2;

Specific Change in Law: a Change in Law that relates specifically to the business of UKRI and which would not affect the supply services to another customer of the Service Provider that are the same or similar to any of the Services;

Service Provider's Associate: any individual or entity associated with the Service Provider including, without limitation, the Service Provider's subsidiary, affiliated or holding companies and any employees, agents or contractors of the Service Provider and / or its subsidiary, affiliated or holding companies or any entity that provides Services for or on behalf of the Service Provider;

Service Provider Dispute: means any disputes, claims, litigation, mediation or arbitration whether threatened or pending in relation to any incident involving the Service Provider's, or another party's, provision of Services;

Staff: means all directors, officers, employees, agents, consultants and contractors of the Service Provider and/or of any sub-contractor of the Service Provider engaged in the performance of the Service Provider's obligations under the Contract;

Staff Vetting Procedures: means vetting procedures that accord with good industry practice or, where requested by UKRI, UKRI's procedures for the vetting of personnel as provided to the Service Provider from time to time;

Term: means the period from the Commencement Date to the Expiry Date as such period may be extended or terminated in accordance with the terms and conditions of the Contract;

TUPE: the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended or replaced from time to time;

Working Day: a day (other than a Saturday, Sunday, public holiday or 27, 28, 29, 30 and 31 December) when banks in London are open for business.

1.2 In this Contract, unless the context requires otherwise, the following rules apply:

- (a) A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- (b) A reference to a party includes its personal representatives, successors or permitted assigns.
- (c) A reference to any Law is a reference to Law as amended or re-enacted. A reference to a Law includes any subordinate legislation made under that Law, as amended or re-enacted.
- (d) Any phrase introduced by the terms including, include, in particular or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- (e) The headings in the Contract are for ease of reference only and do not affect the interpretation or construction of the Contract.
- (f) A reference to writing or written includes e-mails.
- (g) A reference to numbered clauses are references to the relevant clause in this Contract.
- (h) Any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done.

2 BASIS OF CONTRACT

- 2.1 The Contract comprises of the Award Letter and its Schedules, to the exclusion of all other terms and conditions, including any other terms that the Service Provider seeks to impose or incorporate (whether in any quotation, confirmation of order, invoice, in correspondence or in any other context), or which are implied by trade, custom, practice or course of dealing.
- 2.2 If there is any conflict or inconsistency between the Award Letter and its Schedules, the provisions of the Award Letter will prevail followed by the Conditions in this Schedule 1 to the extent necessary to resolve that conflict or inconsistency.

3 TERM

- 3.1 This Contract shall take effect on the Commencement Date and shall expire on the Expiry Date, unless it is otherwise extended or terminated in accordance with the terms and conditions of this Contract.

4 SUPPLY OF SERVICES

- 4.1 In consideration of UKRI's agreement to pay the Charges, the Service Provider shall for the Term provide the Services to UKRI in accordance with the terms of this Contract.
- 4.2 The Service Provider shall meet any performance dates for the Services (including the delivery of Deliverables) specified in the Specification or notified to the Service Provider by UKRI.
- 4.3 In providing the Services, the Service Provider shall:
- (a) co-operate with UKRI in all matters relating to the Services, and comply with all instructions of UKRI using reasonable endeavours to promote UKRI's interests;
 - (b) perform the Services with reasonable skill, care and diligence in accordance with Good Industry Practice in the Service Provider's industry, profession or trade;
 - (c) use Staff who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Service Provider's obligations are fulfilled in accordance with this Contract;

- (d) ensure that the Services and Deliverables will conform with the Specifications and that the Deliverables shall be fit for any purpose expressly or impliedly made known to the Service Provider by UKRI;
- (e) provide all equipment, tools and vehicles and such other items as are required to provide the Services;
- (f) use goods, materials, standards and techniques, and ensure that the Deliverables, and all goods and materials supplied and used in the Services or transferred to UKRI are of a quality in line with Good Industry Practice and are free from defects in workmanship, installation and design;
- (g) obtain and at all times maintain all necessary licences and consents, and comply with all applicable laws and regulations;
- (h) not do or allow anything to be done that would, or would be likely to, bring UKRI into disrepute or adversely affect its reputation in any way;
- (i) observe all health and safety rules and regulations and any other security requirements that apply at any of UKRI's premises; and
- (j) not do or omit to do anything which may cause UKRI to lose any licence, authority, consent or permission on which it relies for the purposes of conducting its business, and the Service Provider acknowledges that UKRI may rely or act on the Services.

4.4 UKRI's rights under this Contract are without prejudice to and in addition to the statutory terms implied in favour of UKRI under the Supply of Goods and Services Act 1982 and any other applicable legislation as amended.

4.5 In the event of inconsistency in the forementioned terms and policies, the Service Provider must give early warning to STFC of such inconsistency immediately upon becoming aware of this, and the STFC Service Manager shall, as soon as practicable, advise the Service Provider which provision the Service Provider shall be required to comply with.

4.6 where applicable, the Goods where supplied as part of the Service are to be free from defects (manifest or latent), in materials and workmanship and remain so for 12 months after Delivery;

5 SUPPLY OF GOODS- CLAUSE NOT IN USE

6 DELIVERY- CLAUSE NOT IN USE

7 RISK

7.1 Without prejudice to any other rights or remedies of UKRI, risk shall pass to UKRI on completion of the Service.

7.2 The Service Provider warrants that:

- (a) It has the relevant test certificates/documentation for when a task has been completed
- (b) An Early Warning Register (Risk Register) is produced in line with Schedule 7
- (c) All Service Provider Staff have the appropriate on-site training requirements completed

8 REMEDIES

8.1 UKRI's rights and remedies under the Contract are in addition to its rights and remedies implied by statute and common law.

8.2 Where (i) the Service Provider fails to Deliver the service in accordance with the KPI Schedule and Performance Management Process, UKRI shall be entitled to:

- (a) terminate the Contract in whole or in part without liability to the Service Provider;
- (b) accept late delivery of the Services.
- (c) require the Service Provider, free of charge, to deliver substitute Services within the timescales specified by UKRI;
- (d) buy the same or similar services from another Service Provider; and
- (e) recover any expenses incurred in respect of obtaining services from another Service Provider which shall include but not be limited to administration costs, chargeable staff time and extra delivery costs.

8.3 Without prejudice to any of its other rights or remedies in this Contract or implied by statute or common law, in the event that:

- (a) UKRI considers the Service Provider is in breach of, or is likely to breach, or is like to breach, clause 4.2 and the breach is capable of remedy; or

(b) the Service Provider continuously breaches Key Performance Indicators outlined in Schedule 6 and have been noted on the Performance Improvement Tracker (Annex E); or

(c) the Service Provider commits a breach of clause 4.3 which is capable of remedy,

(each a “**Notifiable Breach**”), the Service Provider must as soon as practicable but in any event within 5 Working Days (or as otherwise agreed by UKRI) of being notified by UKRI of the Notifiable Breach, submit a draft Remediation Plan to UKRI for approval. UKRI may, acting reasonably, consider the draft Remediation Plan as inadequate to rectify the Notifiable Breach and reject the draft, in which case the Service Provider shall submit a revised Remediation Plan to UKRI for review within 3 Working Days (or as otherwise agreed by UKRI) of UKRI's notice rejecting the draft. Once the Remediation Plan is approved, the Service Provider shall immediately start work on the actions set out in the approved Remediation Plan.

8.4 Where the Service Provider fails to provide a Remediation Plan in accordance with the timescales specified in clause 8.3 and the Performance Improvement Tracker (Annex E) or fails to comply with any approved Rectification Plan, UKRI shall be entitled to:

(a) terminate the Contract with immediate effect by giving written notice to the Service Provider;

(b) recover from the Service Provider any costs incurred by UKRI in performing the Services itself or obtaining substitute services from a third party;

(c) a refund of the Charges paid in advance for Services that have not been provided by the Service Provider; and

(d) claim damages for any additional costs, loss or expenses incurred by UKRI which are in any way attributable to the Notifiable Breach and the Service Provider's failure as described in this clause 8.4.

8.5 This Contract shall apply to any repaired or replacement Goods and any substituted or remedial Services provided by the Service Provider.

9 UKRI OBLIGATIONS

9.1 UKRI shall:

(a) provide the Service Provider with reasonable access at reasonable times to UKRI's premises for the purpose of providing the Services; and

- (b) provide such information to the Service Provider as the Service Provider may reasonably request and UKRI considers reasonably necessary for the purpose of providing the Services.

10 CHARGES AND PAYMENT

- 10.1 The Charges for the Services are set out in Schedule 3, and shall be the full and exclusive remuneration of the Service Provider in respect of the supply of the Services. Unless otherwise agreed in writing by UKRI, the Charges shall include every cost and expense of the Service Provider directly or indirectly incurred in connection with the provision of the performance of the Services.
- 10.2 All amounts stated are exclusive of VAT which shall be charged at the prevailing rate where applicable. UKRI shall, where applicable and following the receipt of a valid VAT invoice, pay to the Service Provider a sum equal to the VAT chargeable in respect of the Services.
- 10.3 The Service Provider shall invoice UKRI at the times specified in Schedule 3 and in accordance with this clause 10.
- 10.4 Each invoice shall include such supporting information required by UKRI to verify the accuracy of the invoice, including the relevant PO Number and a breakdown of the Services provided in the invoice period as well as appropriate details in order to allow for payment via BACS transfer (sort code and bank account details).
- 10.5 In consideration of the supply of the Services by the Service Provider, UKRI shall pay the invoiced amounts within 30 days of the date of a correctly rendered invoice after verifying that the invoice is valid and undisputed. Payment shall be made to the bank account nominated in writing by the Service Provider unless UKRI agrees in writing to another payment method.
- 10.6 If UKRI fails to consider and verify an invoice in a timely fashion the invoice shall be regarded as valid and undisputed for the purpose of clause 10.5 after a reasonable time has passed (which shall be no less than 14 calendar days).
- 10.7 If there is a dispute between the Parties as to the amount invoiced, UKRI may reject the invoice in its entirety. The Service Provider shall not suspend the supply of Services unless the Service Provider is entitled to terminate this Contract for a failure to pay undisputed invoice in accordance with clause 21.5. Any disputed invoices shall be resolved through the dispute resolution procedure detailed in Clause 32.

- 10.8 If a payment of an undisputed invoice is not made by UKRI by the due date, then UKRI shall pay the Service Provider interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.
- 10.9 Where the Service Provider enters into a sub-contract, the Service Provider shall include in that sub-contract:
- (a) provisions having the same effects as clauses 10.3 to 10.8 of this Contract; and
 - (b) a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards provisions having the same effect as 10.3 to 10.9 of this Contract.
 - (c) In this clause 10.9, "sub-contract" means a contract between two or more Service Providers, at any stage of remoteness from UKRI in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Contract.
- 10.10 The Service Provider shall not be entitled to assert any credit, set-off or counterclaim against UKRI in order to justify withholding payment of any such amount in whole or in part. If any sum of money is recoverable from or payable by the Service Provider under the Contract (including any sum which the Service Provider is liable to pay to UKRI in respect of any breach of the Contract), that sum may be deducted unilaterally by UKRI from any sum then due, or which may come due, to the Service Provider under the Contract or under any other agreement or contract with UKRI.

11 TAXATION OBLIGATIONS OF THE SERVICE PROVIDER

- 11.1 The Service Provider shall be fully responsible for all its own tax including any national insurance contributions arising from supplying the Services.
- 11.2 The Service Provider shall indemnify, and shall keep indemnified, UKRI in full against all costs, claims, expenses, damages and losses, including any interest, penalties, fines, legal and other professional fees and expenses awarded against or incurred or paid by UKRI as a result of the Service Provider's failure to account for or pay any taxes including any national insurance contributions.

12 UKRI PROPERTY

- 12.1 The Service Provider acknowledges that all information (including UKRI's Confidential Information), equipment and tools, drawings, specifications, data, software and any other materials supplied by UKRI (or its agents on behalf of UKRI) to the Service Provider ("UKRI's Materials") and all rights in UKRI's Materials are and shall remain at all times the exclusive property of UKRI. The Service Provider shall keep UKRI's Materials in safe custody at its own risk, maintain them in good condition until returned to UKRI, and not dispose or use the same other than for the sole purpose of performing the Service Provider's obligations under the Contract and in accordance with written instructions or authorisation from UKRI.
- 12.2 UKRI's Materials shall be returned promptly to UKRI on expiry or termination of the Contract.
- 12.3 The Service Provider shall reimburse UKRI for any loss or damage to UKRI's Materials (other than deterioration resulting from normal and proper use) caused by the Service Provider or any Staff. UKRI's Materials supplied by UKRI (or its agents on behalf of UKRI) shall be deemed to be in a good condition when received by the Service Provider or relevant Staff unless UKRI is notified otherwise in writing within 5 Working Days.

13 PREMISES

- 13.1 If, in connection with the supply of the Services, UKRI permits any Staff to have access to any of UKRI's premises, the Service Provider will ensure that, whilst on UKRI's premises, the Staff comply with:
- (a) all applicable health and safety, security, environmental and other legislation which may be in force from time to time; and
 - (b) any UKRI policy, regulation, code of practice or instruction relating to health and safety, security, the environment or access to and use of any UKRI laboratory, facility or equipment which is brought to their attention or given to them whilst they are on UKRI's premises by any employee or representative of UKRI.
- 13.2 All equipment, tools and vehicles brought onto UKRI's premises by the Service Provider or the Staff shall be at the Service Provider's risk.
- 13.3 If the Service Provider supplies all or any of the Services at or from UKRI's premises, on completion of the Services or termination or expiry of the Contract (whichever is the earlier) the Service Provider shall vacate UKRI's premises, remove the Service Provider's plant, equipment and unused materials and all rubbish arising out of the provision of the Services

and leave UKRI's premises in a clean, safe and tidy condition. The Service Provider shall be solely responsible for making good any damage to UKRI's premises or any objects contained on UKRI's premises which is caused by the Service Provider or any Staff, other than fair wear and tear.

13.4 If the Service Provider supplies all or any of the Services at or from its premises or the premises of a third party, UKRI may, during normal business hours and on reasonable notice, inspect and examine the manner in which the relevant Services are supplied at or from the relevant premises.

13.5 It is the responsibility of the Service Provider to ensure that all engineers sent to site are familiar with asset locations. The Client will provide details, asset locations and site familiarisation with the Service Provider in the mobilisation period. However once first rotation of assets has been serviced by the Service Provider it is the Service Provider's responsibility to ensure that the site information is cascaded appropriately to their staff to ensure the service can be carried out without the need for client escorting. The Client has stated KPI's to capture any instance when an engineer attends site and requires unplanned escorting to site locations. These instances shall be recorded against the KPI's set out in the contract.

14 STAFF AND KEY PERSONNEL

14.1 If UKRI believes that any of the Staff are unsuitable to undertake work in respect of the Contract, it may, by giving written notice to the Service Provider:

- (a) refuse admission to the relevant person(s) to UKRI's premises;
- (b) direct the Service Provider to end the involvement in the provision of the Services of the relevant person(s); and/or
- (c) require that the Service Provider replace any person removed under this clause with another suitably qualified person and procure that any security pass issued by UKRI to the person removed is surrendered,

and the Service Provider shall comply with any such notice.

14.2 The Service Provider shall:

- (a) ensure that all Staff are vetted in accordance with the Staff Vetting Procedures;

- (b) ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Contract, relevant to the work of UKRI, or is of a type otherwise advised by UKRI (each such conviction a “**Relevant Conviction**”), or is found by the Service Provider to have a Relevant Conviction (whether as a result of a police check, the Staff Vetting Procedures or otherwise) is employed or engaged in the provision of any part of the supply of the Services;
- (c) if requested, provide UKRI with a list of names and addresses (and any other relevant information) of all persons who may require admission to UKRI’s premises in connection with the Contract; and
- (d) procure that all Staff comply with any rules, regulations and requirements reasonably specified by UKRI.

14.3 Any Key Personnel shall not be released from supplying the Services without the agreement of UKRI, except by reason of long-term sickness, maternity leave, paternity leave, termination of employment or other extenuating circumstances.

14.4 Any replacement to the Key Personnel shall be subject to the prior written agreement of UKRI (not to be unreasonably withheld). Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

15 TUPE

15.1 The Service Provider warrants that the provision of the Services shall not give rise to a transfer of any employees of the Service Provider or any third party to UKRI pursuant to TUPE.

16 ASSIGNMENT AND SUB-CONTRACTING

16.1 The Service Provider shall not without the written consent of UKRI assign, sub-contract, novate or in any way dispose of the benefit and/or the burden of the Contract or any part of the Contract. UKRI may, in the granting of such consent, provide for additional terms and conditions relating to such assignment, sub-contract, novation or disposal. The Service Provider shall be responsible for the acts and omissions of its sub-contractors as though those acts and omissions were its own.

16.2 Where UKRI has consented to the placing of sub-contracts, the Service Provider shall, at the request of UKRI, send copies of each sub-contract, to UKRI as soon as is reasonably practicable.

16.3 UKRI may (without any cost to or liability of UKRI) require the Service Provider to replace any subcontractor where in the reasonable opinion of UKRI any mandatory or discretionary grounds for exclusion referred to in Regulation 57 of the Public Contracts Regulations 2015 (as amended) apply to the subcontractors.

16.4 UKRI may assign, novate, or otherwise dispose of its rights and obligations under the Contract without the consent of the Service Provider provided that such assignment, novation or disposal shall not increase the burden of the Service Provider's obligations under the Contract.

17 INTELLECTUAL PROPERTY RIGHTS- CLAUSE NOT IN USE

18 INDEMNITY

18.1 The Service Provider shall indemnify, and shall keep indemnified, UKRI in full against all costs, claims, expenses, damages and losses (whether direct or indirect to include loss of profits, loss of business, depletion of good will and similar losses), including any interest, penalties, fines, legal and other professional fees and expenses awarded against or incurred or paid by UKRI as a result of or in connection with:

(a) the Service Provider's breach or negligent performance or non-performance of this Contract;

(b) any claim brought against UKRI for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the manufacture, receipt, use or supply of the Services, to the extent that the claim is attributable to the acts or omissions of the Service Provider or any Staff;

(c) any claim made against UKRI by a third party for death, personal injury or damage to property arising out of, or in connection with, defects in Services, to the extent that the defect in the Services is attributable to the acts or omissions of the Service Provider and the Staff; and

(d) any claim whether in tort, contract, statutory or otherwise, demands, actions, proceedings and any awards arising from a breach by the Service Provider of clause 15 of the Contract.

18.2 This clause 18 shall survive termination or expiry of the Contract.

19 INSURANCE

19.1 Unless otherwise specified in the Award Letter, during the Term of the Contract and for a period of 6 years thereafter, the Service Provider shall maintain in force the following insurance policies with reputable insurance companies to insure the Service Provider against all manner of risks that might arise out of the acts or omissions of the Service Provider or otherwise in connection with the Service Provider's performance of its obligations under this Contract.

- (a) Professional indemnity insurance for not less than £2 million per claim;
- (b) loss, damage or destruction of any of UKRI's property under the custody and control of the Service Provider, with a minimum sum insured of £5 million per claim;
- (c) public liability insurance for not less than £5 million per claim;
- (d) employer liability insurance for not less than £5 million per claim; and
- (e) product liability insurance for not less than £5 million for claims arising from any single event.

The Service Provider shall ensure that UKRI's interest is noted on each insurance policy, or that a generic interest clause has been included.

19.2 On request from UKRI, the Service Provider shall provide UKRI with copies of the insurance policy certificates and details of the cover provided.

19.3 From the Commencement Date, the Service Provider shall notify UKRI in writing of any employer's liability or public liability incident arising out of or in connection with this Contract which:

- (a) has the potential to exceed £25,000 (twenty-five thousand pounds sterling) (excluding costs); and/or
- (b) irrespective of the claim's value, which may reasonably be considered to have the potential to adversely affect the reputation of UKRI,

within five (5) days of such an incident occurring.

- 19.4 The Service Provider shall keep UKRI informed and up-to-date on the progress of any incident referred to in clause 19.3 and related claims, decisions taken in respect of liability and any movement of reserves with respect thereto.
- 19.5 The Service Provider shall ensure that any subcontractors also maintain adequate insurance having regard to the obligations under the Contract which they are contracted to fulfil.
- 19.6 The Service Provider shall:
- (a) do nothing to invalidate any insurance policy or to prejudice UKRI's entitlement under it; and
 - (b) notify UKRI if any policy is (or will be) cancelled or its terms are (or will be) subject to any material change.
- 19.7 The Service Provider's liabilities under the Contract shall not be deemed to be released or limited by the Service Provider taking out the insurance policies referred to in clause 19.1.
- 19.8 If the Service Provider fails or is unable to maintain insurance in accordance with clause 19.1, UKRI may, so far as it is able, purchase such alternative insurance cover as it deems to be reasonably necessary and shall be entitled to recover all reasonable costs and expenses it incurs in doing so from the Service Provider.

20 LIABILITY

- 20.1 UKRI shall not be responsible for any injury, loss, damage, cost or expense suffered by the Service Provider if and to the extent that it is caused by the negligence or wilful misconduct of the Service Provider or the Staff or breach by the Service Provider of its obligations under the Contract. The Service Provider shall not be responsible for any injury, loss, damage, cost or expense suffered by UKRI if and to the extent that it is caused by the negligence or wilful misconduct of UKRI or by breach by UKRI of its obligations under the Contract.
- 20.2 Subject to clause 20.6, UKRI shall not have any liability for:
- (a) any indirect or consequential loss or damage;
 - (b) any loss of business, rent, profit or anticipated savings;
 - (c) any damage to goodwill or reputation;

- (d) loss, theft, damage or destruction to any equipment, tools, machinery, vehicles or other equipment brought onto UKRI's premises by or on behalf of the Service Provider; or
 - (e) any loss, damage, costs or expenses suffered or incurred by any third party.
- 20.3 Subject to clause 20.6, the aggregate liability of UKRI in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Contract, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed 100% of the Charges paid or payable to the Service Provider.
- 20.4 Subject always to clause 20.5 and 20.6, the Service Provider's aggregate liability in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Contract, the supply or failure to supply of the Services, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed the Limit of Liability.
- 20.5 The Service Provider's liability under the indemnity in clause 18.1(b), 29.1 and 27.7 shall be unlimited.
- 20.6 Nothing in the Contract restricts either Party's liability for:
- (a) death or personal injury resulting from its negligence or that of its Staff; or
 - (b) its fraud (including fraudulent misrepresentation) by it or that of its Staff; or
 - (c) breach of any obligations as to title implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982; or
 - (d) any other matter which, by law, may not be excluded or limited.

21 TERMINATION

- 21.1 UKRI may terminate the Contract in whole or in part at any time before the Services are provided with immediate effect by giving the Service Provider written notice, whereupon the Service Provider shall discontinue the provision of the Services (in whole or in part as applicable). UKRI shall pay to the Service Provider:

- (a) such Charges or that part of the Charges for Services provided and a fair and reasonable portion of the Charges for work-in-progress in performing the Services at the time of termination,

but UKRI shall not be liable for any loss of anticipated profits or any consequential loss and the Service Provider shall have a duty to mitigate its costs and shall on request provide proof of work-in-progress claimed.

21.2 UKRI may terminate the Contract at any time by notice in writing to the Service Provider to take effect on any date falling at least 3 months (or, if the Contract is less than 3 months in duration, at least 10 Working Days) later than the date of service of the relevant notice.

21.3 UKRI may terminate the Contract with immediate effect by giving written notice to the Service Provider if:

- (a) the circumstances set out in clauses 8.2, 8.4 or 29.1 apply; or
- (b) the Service Provider is in material breach of any obligation under the Contract which is not capable of remedy; or
- (c) the Service Provider breaches any term of the Contract and (if such breach is remediable) fails to remedy that breach within 30 days of being notified in writing of the breach; or
- (d) the Service Provider repeatedly breaches any of the terms and conditions of this Contract in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of this Contract; or
- (e) the Service Provider suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986, or (being a partnership) has any partner to whom any of the foregoing apply; or
- (f) the Service Provider commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors; or

- (g) (being a company) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Service Provider; or
- (h) (being an individual) the Service Provider is the subject of a bankruptcy petition or order; or
- (i) a creditor or encumbrancer of the Service Provider attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days; or
- (j) (being a company) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the Service Provider; or
- (k) a person becomes entitled to appoint a receiver over the Service Provider's assets or a receiver is appointed over the Service Provider's assets; or
- (l) any event occurs, or proceeding is taken, with respect to the Service Provider in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 21.3(e) to clause 21.3(k) inclusive; or
- (m) there is a change of control of the Service Provider (within the meaning of section 1124 of the Corporation Tax Act 2010); or
- (n) the Service Provider suspends, or threatens to suspend, or ceases or threatens to cease to carry on, all or substantially the whole of its business; or
- (o) the Service Provider's financial position deteriorates to such an extent that in UKRI's opinion the Service Provider's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; or
- (p) (being an individual) the Service Provider dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.
- (q) The Service Provider continuously fails the same KPI, outlined in Schedule 6, for three consecutive months

- 21.4 The Service Provider shall notify UKRI as soon as practicable of any change of control as referred to in clause 21.3(m) or any potential such change of control.
- 21.5 The Service Provider may terminate the Contract by written notice to UKRI if UKRI has not paid any undisputed invoice within 90 days of it falling due.
- 21.6 Termination or expiry of the Contract shall be without prejudice to the rights of either Party accrued prior to termination or expiry and shall not affect the continuing rights of the Parties under this clause and clauses 4, 5, 6, 7, 11, 12, 15, 17, 18, 19, 20, 24, 25, 26, 27, 28, 29, 34, 36, 37 or any other provision of the Contract that either expressly or by implication has effect after termination.
- 21.7 Upon termination or expiry of the Contract, the Service Provider shall immediately:
- (a) cease all work on the Contract;
 - (b) deliver to UKRI all Deliverables and all work-in-progress whether or not then complete. If the Service Provider fails to do so, UKRI and/or its representatives shall have the right to enter the Service Provider's premises (which the Service Provider shall not refuse) in order to take possession of all Deliverables and all work-in-progress. The Service Provider shall allow UKRI and its representatives such access and assistance as required by UKRI and its representatives to take possession of the Deliverables and the work-in-progress. Until the Deliverables and the work-in-progress have been returned to UKRI, the Service Provider shall be solely responsible for their safe keeping and will not use them for any purpose not connected with this Contract;
 - (c) cease use of and return (or, at UKRI's election, destroy) all of UKRI's Materials in the Service Provider's possession or control; and
 - (d) give all reasonable assistance to UKRI and any incoming Service Provider of the Services (as applicable); and
 - (e) return or destroy UKRI's Confidential Information in accordance with clause 24.3.

22 DECLARATION OF INEFFECTIVENESS AND PUBLIC PROCUREMENT TERMINATION EVENT

- 22.1 In the event that a Court makes a Declaration of Ineffectiveness, UKRI will promptly notify the Service Provider in writing. The Parties agree that the provisions of clause 21.7 and this

clause 22 will continue to apply as from the time when the Declaration of Ineffectiveness is made.

- 22.2 The Declaration of Ineffectiveness will not prejudice or affect any right, liability or remedy which has accrued or will accrue to either Party prior to or after such Declaration of Ineffectiveness in respect of the period prior to the Declaration of Ineffectiveness.
- 22.3 Consistent with UKRI's rights of termination implied into the Contract by Public Contracts Regulations 2015 (as amended), in the event of a Public Procurement Termination Event, UKRI shall promptly notify the Service Provider and the provisions of clause 21.7 and this clause 22 shall apply as from the date of receipt by the Service Provider of the notification of the Public Procurement Termination Event.
- 22.4 The Public Procurement Termination Event shall not prejudice or affect any right, liability or remedy which has accrued or shall accrue to either Party prior to or after such Public Procurement Termination Event in respect of the period prior to the Public Procurement Termination Event.
- 22.5 During any Court proceedings seeking a Declaration of Ineffectiveness or following notification of a Public Procurement Termination Event, UKRI may require the Service Provider to prepare a contingency plan with the effect of achieving:
- (a) An orderly and efficient cessation of the Contract or a transition of the provisions of the Services to UKRI or such other entity as UKRI may specify; and
 - (b) Minimal disruption or inconvenience to UKRI or to UKRI's supported organisations or clients,
- and the Parties agree that this shall have effect in the event a Declaration of Ineffectiveness is made or a Public Procurement Termination Event occurs.
- 22.6 Where there is any conflict between the provisions of clause 21.7 and this clause 22 and the contingency plan then the clauses of this Contract shall take precedence.
- 22.7 The Parties will comply with their respective obligations under any contingency plan (as agreed by the Parties, or where agreement cannot be reached, as reasonably determined by UKRI) in the event that a Declaration of Ineffectiveness is made or a Public Procurement Termination Event occurs.

23 GOVERNANCE AND RECORDS

- 23.1 The Service Provider shall:

- (a) attend progress meetings with UKRI at the frequency and times specified by UKRI and shall ensure that its representatives are suitably qualified to attend such meetings; and
 - (b) submit progress reports to UKRI at the times and in the format specified by UKRI.
- 23.2 The Service Provider shall keep and maintain until 6 years after the expiry or termination of the Contract, or as long a period as may be agreed between the Parties, full and accurate records of the Contract including the Services supplied under it and all payments made by UKRI. The Service Provider shall on request afford UKRI and its representatives such access to those records as may be reasonably requested by UKRI in connection with the Contract.
- 23.3 UKRI may from time to time require the Service Provider to complete the Cyber Essentials Questionnaire. The Service Provider shall submit a completed Cyber Essentials Questionnaire to UKRI within 10 Working Days of a request from UKRI. UKRI shall not be liable for the Service Provider's or the Staff's costs in complying with this clause 23.3.
- 23.4 The Service Provider shall keep and maintain records of sub-contractors it uses to supply the Services, including whether the sub-contractor is an SME and the payments it has made to the sub-contractor as a result of the sub-contractor's work under this Contract. The Service Provider shall provide such records to UKRI within 10 Working Days of a request from UKRI.
- 23.5 Where the estimated annual Charges are above £5 million, the Service Provider shall:
 - (a) advertise on the UK Government's Contracts Finder website all sub-contractor opportunities above £25,000 arising from and in connection with this Contract. Each advert shall provide a full and detailed description of the sub-contract opportunity with each of the mandatory fields on Contracts Finder being completed.
 - (b) within 90 days of awarding a sub-contract, update the notice on Contracts Finder with details of the successful sub-contractor;
 - (c) monitor the number, type and value of the sub-contract opportunities placed on Contracts Finder in its supply chain during the Term;
 - (d) provide reports on the information at clause 23.5(c) to UKRI in the format and frequency reasonably requested by UKRI; and
 - (e) promote Contracts Finder to its Service Providers and encourage those organisations to register on Contracts Finder.

23.6 Clause 23.5 shall only apply to sub-contractor opportunities arising after the Commencement Date and UKRI may by giving its prior written approval decide to waive the obligations under Clause 23.5 in respect of any sub-contractor opportunity.

24 CONFIDENTIAL INFORMATION

24.1 Subject to clause 24.2, each Party shall:

- (a) treat all Confidential Information it receives as confidential, safeguard it accordingly and not disclose it to any other person without the prior written permission of the Disclosing Party; and
- (b) not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under the Contract.

24.2 Notwithstanding clause 24.1, a Receiving Party may disclose Confidential Information:

- (a) where disclosure is required by applicable law or by a court of competent jurisdiction;
- (b) to its auditors or for the purposes of regulatory requirements;
- (c) on a confidential basis, to its professional advisers;
- (d) to the Serious Fraud Office where the Receiving Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010;
- (e) where the Receiving Party is the Service Provider, to the Staff on a need to know basis to enable performance of the Service Provider's obligations under the Contract provided that the Service Provider shall procure that any Staff to whom it discloses Confidential Information pursuant to this clause (e) shall observe the Service Provider's confidentiality obligations under the Contract; and
- (f) where the Receiving Party is UKRI:
 - (i) on a confidential basis to the employees, agents, consultants and contractors of UKRI;
 - (ii) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company to which UKRI transfers or proposes to transfer all or any part of its business;

- (iii) to the extent that UKRI (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or
- (iv) in accordance with clause 28;
- (v) and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on UKRI under this clause 24.

24.3 All documents and other records (in whatever form) containing Confidential Information supplied to or acquired by the Receiving Party from the Disclosing Party or its representatives shall be returned promptly to the Disclosing Party (or, at the election of the Disclosing Party, destroyed promptly) on expiry or termination of the Contract, and no copies shall be kept.

25 TRANSPARENCY

25.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA or EIR, the content of the Contract is not Confidential Information and the Service Provider hereby gives its consent for UKRI to publish this Contract in its entirety to the general public (but with any information that is exempt from disclosure in accordance with the FOIA or EIR (as applicable) redacted) including any changes to the Contract agreed from time to time. UKRI may consult with the Service Provider to inform its decision regarding any redactions but shall have the final decision in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA or EIR.

26 PUBLICITY

26.1 The Service Provider shall not make any press announcements or publicise this Contract in any way without prior written consent from UKRI.

26.2 UKRI shall be entitled to publicise this Contract in accordance with any legal obligation upon UKRI, including any examination of this Contract by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.

26.3 The Service Provider shall not do anything or cause anything to be done, which may damage the reputation of UKRI.

27 DATA PROTECTION

- 27.1 In this clause 27, the terms, “processes”, “data controller” and “data processor” shall have the same meanings given to them under Data Protection Legislation.
- 27.2 The Parties acknowledge that for the purposes of Data Protection Legislation, UKRI is the data controller and the Service Provider is the data processor of any UKRI Personal Data.
- 27.3 The Service Provider shall itself, and shall procure that the Staff, comply with all Data Protection Legislation in relation to any Personal Data processed.
- 27.4 Without limiting clauses 27.2 and 27.3, the Service Provider shall at all times (and shall ensure that at all times its Staff):
- (a) process Personal Data only in accordance with the documented instructions received from UKRI and during the Term of this Contract the Service Provider shall immediately inform UKRI if, in the Service Provider’s opinion, an instruction from UKRI infringes the Data Protection Legislation or any other applicable Law;
 - (b) ensure that any person to whom it provides the Personal Data is subject to appropriate confidentiality obligations;
 - (c) have in place a suitably qualified data protection representative to manage the Personal Data;
 - (d) disclose any Personal Data only on a need to know basis to Staff directly concerned with the provision of the Services;
 - (e) not transfer or direct the transfer of any Personal Data to any third party or process or direct the processing of Personal Data outside of the European Economic Area in each case without UKRI’s prior written consent (which consent may be subject to conditions as directed by UKRI);
 - (f) keep all Personal Data confidential, and have in place now and shall on a continuing basis take all reasonable appropriate technical and organisational measures to keep all Personal Data confidential and secure and to protect against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure or access;
 - (g) keep records of their data processing activities performed under this Contract in order to be able to provide information included in those records to the data

protection authorities, upon request, including but not limited to the Information Commissioner. Records should include:

- (i) details of the data controller and data processor and their representatives;
 - (ii) the categories of processing activities that are performed;
 - (iii) information regarding cross-border data transfers; and
 - (iv) a general description of the security measures that are implemented;
- (h) upon request by UKRI, promptly do such other acts in relation to the Personal Data, or any part thereof, as UKRI shall request to enable UKRI to comply with its obligations under the Data Protection Legislation;
- (i) notify UKRI promptly (and at least within 24 hours) if it receives a request from a Data Subject or a complaint relating to a Data Subject and promptly provide UKRI with all such data, information, cooperation and assistance as is required by UKRI in order to respond to and resolve the request or complaint within any applicable time frames;
- (j) provide such information and allow for and contribute to audits, including inspections, conducted by UKRI or an auditor mandated by UKRI, as is reasonably necessary to enable UKRI to satisfy itself of the Service Provider's compliance with this clause 27 and the Data Protection Legislation;
- (k) on termination or expiry of this Contract, and at any other time on UKRI's request, either return or destroy (as elected by UKRI) the Personal Data (including all copies of it) and confirm in writing that it has complied with this obligation; and
- (l) notify UKRI without undue delay on becoming aware of any Personal Data Breach and promptly following notification, provide such data, information and assistance as is required by UKRI in order for UKRI to notify the Personal Data Breach to the Information Commissioner and/or Data Subject(s) and otherwise fulfil its obligations under Data Protection Legislation.

27.5 The Service Provider shall only use a sub-processor with UKRI's formal written consent (specific or general, although where general consent is obtained processors must notify all and any changes to UKRI, giving them an opportunity to object).

- 27.6 To the extent that UKRI provides its consent pursuant to clause 27.5, the Service Provider shall flow down the contractual obligations contained in clause 27.4 to sub-processors.
- 27.7 Notwithstanding any other remedies available to UKRI, fully indemnify UKRI as a result of any such breach of the GDPR, by the Service Provider or any other party used by the Service Provider in its performance of the Contract that results in UKRI suffering fines, loss or damages.

28 FREEDOM OF INFORMATION

28.1 The Service Provider acknowledges that UKRI is subject to the requirements of FOIA and EIR and shall:

- (a) provide all necessary assistance and co-operation as reasonably requested by UKRI to enable UKRI to comply with its obligations under FOIA and EIR in relation to any Requests for Information relating to this Contract;
- (b) transfer to UKRI all Requests for Information relating to this Contract that it receives as soon as practicable and in any event within 2 Working Days of receipt;
- (c) provide UKRI with a copy of all Information belonging to UKRI requested in the Request for Information which is in its possession or control in the form that UKRI requires within 5 Working Days (or such other period as UKRI may reasonably specify) of UKRI 's request for such Information; and
- (d) not respond directly to a Request for Information unless authorised in writing to do so by UKRI.

28.2 UKRI shall be responsible for determining (in its absolute discretion) whether any Information:

- (a) is exempt from disclosure in accordance with the provisions of FOIA or EIR;
- (b) is to be disclosed in response to a Request for Information,

28.3 The Service Provider acknowledges that UKRI may be obliged under the FOIA or EIR to disclose Information, in some cases even where that Information is commercially sensitive:

- (a) without consulting with the Service Provider, or
- (b) following consultation with the Service Provider and having taken its views into account.

28.4 Where clause 28.3(a) applies UKRI shall, in accordance with any recommendations issued under any code of practice issued under section 45 of FOIA, take reasonable steps, where appropriate, to give the Service Provider advanced notice, or failing that, to draw the disclosure to the Service Provider's attention as soon as practicable after any such disclosure.

28.5 Where the Service Provider is subject to the requirements of the FOIA and EIR, UKRI shall assist and co-operate with the Service Provider to enable the Service Provider to comply with its obligations under the FOIA and EIR in relation to any Requests for Information received by the Service Provider relating to this Contract.

29 CORRUPTION

29.1 Without prejudice to any other rights or remedies available to UKRI, UKRI shall be entitled to terminate the Contract immediately and to recover from the Service Provider the amount of any loss resulting from such termination if the Service Provider or the Service Provider's Associate:

- (a) offers or agrees to give any person working for or engaged by UKRI, UKRI's staff and agents, or any Public Body any favour, gift or other consideration, which could act as an inducement or a reward for any act or failure to act connected to the Contract, or any other agreement with UKRI or any Public Body;
- (b) has entered into the Contract if it has knowledge that, in connection with it, any money has been, or will be, paid to any person working for or engaged by UKRI, or any Public Body by or for the Service Provider, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to UKRI before the Contract is entered into;
- (c) breaches the provisions of the Prevention of Corruption Acts 1889 to 1916, or the Bribery Act 2010; or
- (d) gives any fee or reward the receipt of which is an offence under Section 117(2) of the Local Government Act 1972.

29.2 The Service Provider shall take all reasonable steps, in accordance with Good Industry Practice, to prevent fraud by the Service Provider and the Service Provider's Associates in connection with the Contract and shall notify UKRI immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.

29.3 For the purposes of clause 29.1, "loss" shall include, but shall not be limited to:

- (a) UKRI's costs in finding a replacement Service Provider;
- (b) direct, indirect and consequential losses; and
- (c) any loss suffered by UKRI as a result of a delay in the performance of the Services or its receipt of the Goods (as applicable).

30 MODERN SLAVERY ACT 2015

30.1 In performing its obligations under this Contract, the Service Provider shall and shall ensure that any permitted sub-contractors shall comply with:

- (a) all applicable laws, statutes and regulations from time to time in force, including but not limited to the Modern Slavery Act 2015; and
- (b) Any anti-slavery policy adopted by UKRI from time to time.

30.2 UKRI may from time to time require the Service Provider to provide information and evidence to demonstrate its and its sub-contractors' compliance with clause 30.1. The Service Provider shall provide such information with 10 Working Days of a request from UKRI for the same. A breach of this clause 30.1 shall be deemed a material breach for the purpose of clause 21.3(b).

31 FORCE MAJEURE

31.1 Neither Party to this Contract shall in any circumstances be liable to the other for any delay or non-performance of its obligations under this Contract to the extent that such delay or non-performance is due to a Force Majeure Event. Subject to Clause 31.3, the date for performance of any affected obligations will be suspended for a period equal to the delay caused by the Force Majeure Event.

31.2 If a Party is delayed in or prevented from performing its obligations under this Contract by a Force Majeure Event, such Party shall:

- (a) give notice in writing of such delay or prevention to the other Party specifying the nature and extent of the Force Majeure Event immediately on becoming aware of it; and

(b) use all reasonable endeavours to mitigate the effects of the Force Majeure Event on the performance of its obligations.

31.3 If the Force Majeure Event continues for a period of 30 (thirty) days or more following notification, then either Party may terminate this Contract by giving not less than 10 (ten) days' prior written notice to the other Party.

31.4 UKRI shall not be liable to pay the Charges in relation to any Services that are not provided by the Service Provider due to a Force Majeure Event.

32 DISPUTE RESOLUTION

32.1 The Parties agree to co-operate with each other in an amicable manner with a view to achieving the successful implementation of this Contract.

32.2 If a Dispute arises between UKRI and the Service Provider during the Term in relation to any matter which cannot be resolved by local operational management either Party may refer the matter for determination in accordance with the procedure set out in Clause 32.3.

32.3 A Dispute referred for determination under clause 32.2 shall be resolved as follows:

(a) by referral in the first instance to the decision of the individuals for each Party referred to in the Award Letter for stage 1 escalations: and

(b) if a Dispute is not resolved within 21 days of its referral pursuant to Clause 32.3(a) such Dispute shall be referred to the individuals for each Party referred to in the Award Letter for stage 2 escalations.

32.4 If the dispute cannot be resolved by the Parties within one month of being escalated as referred to in Clause 32.3(b), the dispute may by agreement between the Parties be referred to a neutral adviser or mediator (the "**Mediator**") chosen by agreement between the Parties. All negotiations connected with the dispute shall be conducted in confidence and without prejudice to the rights of the Parties in any further proceedings.

32.5 If the Parties fail to appoint a Mediator within one month, or fail to enter into a written agreement resolving the dispute within one month of the Mediator being appointed, either Party may exercise any remedy it has under applicable law.

32.6 Neither Party shall be prevented from, or delayed in, seeking orders for specific performance or interlocutory or final injunctive relief on an ex parte basis or otherwise as a result of the

terms of this Clause 32, such clause not applying in respect of any circumstances where such remedies are sought.

33 CHANGE CONTROL PROCEDURE

33.1 In the event that either party desires to change the terms of this Contract, the following procedures will apply:

- (a) the Party requesting the change will deliver a "Change Request" (in the form (or substantially in the same form) contained in Schedule 5 to this Contract) which describes:
 - (i) the nature of the change;
 - (ii) the reason for the change;
 - (iii) the effect that the requested change will have on the scope or Specification for the Services; and
 - (iv) any change to the Charges and the Term.
- (b) Upon receipt of a Change Request, the receiving Party's authorised representative will contact his/ her counterpart within 5 working days to discuss and agree the Change Request. The parties will negotiate the proposed changes to the Contract in good faith and agree a timeline in which to finalise the Change Notice.
- (c) Neither party is obliged to agree to a Change Request, but if the parties do agree to implement such a Change Request, the appropriate authorised representatives of both parties will sign the Change Request which will be effective from the date set out in the Change Request.
- (d) If there is any conflict between the terms and conditions set out in the Contract and the Change Request, then the terms and conditions set out in the most recent fully executed Change Request will apply.
- (e) The Service Provider shall neither be relieved of its obligations to supply the Services in accordance with the terms and conditions of this Contract nor be entitled to an increase in the Charges as the result of:
 - (i) a General Change in Law; or

- (ii) a Specific Change in Law where the effect of that Specific Change in Law on the Services is reasonably foreseeable at the Commencement Date.

34 ENTIRE AGREEMENT

- 34.1 The Contract constitutes the entire agreement between UKRI and the Service Provider in relation to the supply of the Services and the Contract supersedes and replaces any prior written or oral agreements, representations or understandings between them relating to that subject matter. The Parties confirm that they have not entered into the Contract on the basis of any representation that is not expressly incorporated into the Contract. Nothing in this clause shall exclude liability for fraud or fraudulent misrepresentation.

35 NOTICES

- 35.1 Any notice to be given under the Contract shall be in writing and may be served by personal delivery, first class or recorded post or, subject to clause 35.3, e-mail to the address of the relevant Party set out in the Award Letter, or such other address as that Party may from time to time notify to the other Party in writing.
- 35.2 Notices served as above shall be deemed served on the Working Day of delivery provided delivery is before 5.00pm on a Working Day. Otherwise, delivery shall be deemed to occur on the next Working Day. An email shall be deemed delivered when sent unless an error message is received.
- 35.3 Notices under clauses 21, 22 and 31 may be served by email only if the original notice is then sent to the recipient by personal delivery or recorded delivery in the manner set out in clause 35.1.

36 GENERAL

- 36.1 If any court or competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.
- 36.2 If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 36.3 A waiver of any right or remedy under the Contract is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a

party to exercise any right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.

36.4 The Contract shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the Parties other than the contractual relationship expressly provided for in the Contract. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party's behalf.

36.5 A person who is not a Party to this Contract shall have no right to enforce any of its provisions, which expressly or by implication, confer a benefit on him or her, without the prior written agreement of the Parties.

36.6 The Contract cannot be varied except in writing signed by a duly authorised representative of both the Parties.

37 GOVERNING LAW AND JURISDICTION.

37.1 The Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

38 EXIT STRATEGY AND PLANNING.

38.1 The Service Provider must supply an Exit Plan, in addition to a business continuity plan, within 60 days of the contract start date in the event of the contract termination/expiry of contract. This shall include details but not limited to the following:

- (a) Staffing- Ensuring that Service Provider's staff remain working and committed during the transition period
- (b) Finance- Ensuring that an up-to-date financial model comprising of payments [and deductions] to date, as well as any outstanding payments and invoices due up to the end of the contract are documented
- (c) Organisational Structure and Exit Manager details- The Service Provider shall appoint an Exit Manager who will manage the implementation of the exit plan and agree a demobilisation plan with STFC

- (d) Servicing End Dates- Ensuring that the Service Provider provides call-off/order register record which includes all outstanding services

Schedule 2 - Scope of Services

- 1 The Service Provider shall provide the Services in accordance with this Schedule 2.

- 2 The Service Provider shall provide the Services as per Appendix A – Specification, and the full tender response from JPF Systems Ltd.

Schedule 3 - Charges

- 1** The Charges for the Services shall be as set out in this Schedule 3.
- 2** The Charges for the Services are set out in Appendix B – Price Schedule
- 3** The PPM charges are guaranteed, whereas call-outs will be charged as and when required.
- 4** The price shall remain firm and fixed for 2 years, thereafter they shall be adjusted and agreed in accordance with price adjustment mechanism for years 3 and 4 using the Consumer Price Index (CPI) as published by the Office for National Statistics. Years 3 and 4 prices shall be adjusted 3 months before the next year commencement date.

Schedule 4 - Key Personnel

Key Personnel (name and title)	Role in the performance of this Contract
FOIA Section 40 Personal Information	Client-side Contract Manager
FOIA Section 40 Personal Information	Client-side Senior Contract Manager
FOIA Section 40 Personal Information	
FOIA Section 40 Personal Information	
FOIA Section 40 Personal Information	
FOIA Section 40 Personal Information	
FOIA Section 40 Personal Information	

Schedule 5 - Change Control Notice

Contract Reference:					
1. Change Request Number:					
2. Requested amendments to Contract (including reasons):					
2.1 Effective date:					
This change is effective from: _____					
2.2 The Contract Term is amended as follows:					
Original Expiry Date: _____					
New Expiry Date: _____					
3. Cost impact					
3.1 The Charges are amended as follows:					
	Quantity	Unit cost (£)	Net cost (£)	VAT (£)	Gross cost (£)
Original Contract Value					
New contract Value					
3.2 New Contract terms:					

Both UKRI and the Service Provider agree that they are bound by the terms and conditions set out in this Change Request and, except as set out in this Change Request, all terms and conditions of the Contract remain in full force and effect.

Signed on behalf of

Signed on behalf of

UK Research and Innovation

JPF Systems Ltd

by:

by:

Signature of authorised officer

Signature of authorised person

Name of authorised officer (please print)

Name of authorised person (please print)

Date

Date

Schedule 6- Key Performance Indicators

It is the responsibility of the Service Provider to submit KPI results to STFC as part of the Service Provider Performance Reviews.

Key Objectives

The Service Providers 'Performance Exposed % Cost' (Service Credit) is 5% of the total monthly application account. (the results will be rolled up for the quarterly meeting).

. The objective is for the KPI's is to have a key focus on:

- Service delivery
- Contractual obligations (quotes, document management, cost)
- Health and Safety
- Site Familiarisation

The KPIs stated may be altered, added to or removed entirely, throughout the duration of the contract and will be subject to reviews. Both parties have to agree such changes.

The Service Provider is to work with STFC to set up fully functioning KPIs based on shared data within the first 3 months of the contract start date. The data that is used to measure performance of this contract is to be 'shared' and primarily from STFC's supplied CAFM system.

Service Credits

Each quarter a maximum of 5% of the total of payment application for the quarter that is being reviewed is at risk, broken down by month. The 5% is allocated between only the KPIs with Service Credits attached (see KPI table)

Those KPIs with Service Credits are weighted

KPI No 1	30%
KPI No 2	30%
KPI No 6	30%
KPI No 7	10%

The Service Credit value will be taken off the next payment application that is submitted after the quarterly meeting, and the invoice will replicate this value.

Where there is no KPI result available (e.g., no PPMs conducted in a month), then the KPI will not be liable for any Service Credit and will be deemed as a PASS.

Individual KPI Performance Failure

In the event that the Service Provider fails to exceed the action level stated for a KPI, the Service Provider shall submit a Performance Improvement Tracker (PIT) to STFC for consideration.

The PIT shall document the factors that lead to the KPI failure and include the remedial measures, which will be taken by the Service Provider to improve performance.

Persistent overall KPI Performance Failure

In order to avoid repeat failures in overall performance of the KPIs, and service credit being applied, an escalation procedure **may be applied** as follows to all KPIs.

- **Failure in one Reporting Period Service Credit against payment application and Service Provider to complete a PIT**
- **Failure in two consecutive Reporting Periods Service Credit against payment application and Service Provider to complete a PIT, STFC may schedule a Review meeting with the Service Provider to discuss the failures**
- **Failure in three consecutive Reporting Periods Service Credit against payment application and Service Provider to complete a PIT. In addition, STFC has the option to issue a notice of termination certificate or where an extension is within the next 6 months, STFC may decide not to implement this extension**

For the avoidance of doubt a Reporting Period is defined as a calendar month.

In addition to the above, STFC may invoke correction measures at the cost of the Service Provider **KPI reporting.**

Monthly- The Service Provider shall complete a KPI report showing results of each KPI in the 'Performance Measurement and Key Performance Indicators (KPIs) table.' This shall be emailed to the Service Manager and other STFC employees as requested, no later than 7 working days after month end (e.g., April report to be issued no later than 7th May)

Where a Performance Improvement Tracker is required (**Annex E**), this shall be submitted along with the KPI report in the standard PIT template (to be supplied by STFC) and remedial actions and timescales shall be discussed and agreed with the STFC team.



Supplier

Performance Improve

Quarterly - Complete the KPI Tracker table (**Annex F**) and submit as part of the Service Provider Performance Review meetings



KPI working
tracker.xlsx

During the first 3 months the KPIs will be measured and monitored but no service credits shall apply and therefore no termination would be issued within the first 3 months. This time period shall be used to embed KPI process. **Although no service credits will apply, if any failures are reported during this time the Service Provider is still required to complete the Performance Improvement Tracker.**

Performance Measurement and Key Performance Indicators (KPIs)					
<p>Performance to KPIs will be reviewed as part of the monthly/ quarterly report from shared data within the CAFM system. Both systems will be provided to the Service Provider as part of the contract. The Service Provider shall include the results in the Monthly/ Quarterly Performance Report.</p> <p>Where CAFM reports are used it is the Service Provider's responsibility to 'complete' the actions required on the CAFM system</p> <p>The Service Provider has access to all CAFM reporting required to support and produce the KPI report</p>					
KPI Number	Service Credit applies	CONTRACT DELIVERY	Required activity	How measured	Level of acceptance
1	Yes	Complete the 'routine PPM maintenance' as specified in the contract.	<p>Completion of all Service Schedule tasks for the period, unless otherwise agreed between both parties</p> <p>Completion means recorded as 'completed' on the CAFM system by the Service Provider, within the range below of the agreed date</p> <ul style="list-style-type: none"> • Monthly tasks +/- 7 working days • Quarterly tasks +/- 14 working days • Annual tasks +/- 14 working days 	Data is taken from CAFM system	<p>100% of Service Schedule completed in line with the PPM schedule on the CAFM system</p> <p>≥99.99% to <85.00% Complete a Performance Improvement Tracker</p> <p>>84.99% Complete a Performance Improvement Tracker and Service credit shall apply</p>
2	Yes	Attendance of reactive instructions	Reactive instructions are attended to within specified priority timescales (reported at P1.1, P1, P2 & P3 level)	Data is taken from CAFM system	<p>90% of reactive instructions are attended to in P1, P2 & P3 timescales</p> <p>≥89.99% to <80.00% Complete a Performance Improvement Tracker</p> <p>>79.99% Complete a Performance Improvement Tracker and Service credit shall apply</p>

3	No	Completion of reactive instructions	Reactive instructions are permanently resolved and completed on CAFM, within specified priority timescales (reported at P1, P2 & P3)	Data is taken from CAFM system	90% of reactive instructions are permanently resolved and completed on CAFM in P1, P2 & P3 timescales ≥89.99% Complete a Performance Improvement Tracker
4	No	Attendance of remedial instructions	Remedial instructions are attended to within specified priority timescales (reported at P4 level)	Data is taken from CAFM system	90% of reactive instructions are attended to in P4 timescales ≥89.99% Complete a Performance Improvement Tracker
5	No	Completion of remedial instructions	Reactive instructions are permanently resolved and completed on CAFM, within specified priority timescales (reported at P4 level)	Data is taken from CAFM system	90% of reactive instructions are permanently resolved and completed on CAFM in P4 timescales ≥89.99% Complete a Performance Improvement Tracker
6	Yes	Documentation	For PPM, all relevant documentation – including service records, test and compliance certificates, are uploaded onto CAFM and communicated to the Service Manager within timescales outlined in the Contract	Data is taken from CAFM system	100% of all documentation is communicated within timescales in the Contract ≥99.99% to <85.00% Complete a Performance Improvement Tracker >84.99% Complete a Performance Improvement Tracker and Service credit shall apply

7	Yes	Site Familiarisation	The number of instances where STFC have to provide Escorting to the Service Provider's Engineers or Sub- contractors (This applies to all visits for all Services)	STFC / Service Providers records Measured quarterly	Target is no more than 1 instance Between 1 and 2 instances Complete a Performance Action Plan 3 or more instances Complete a Performance Improvement Tracker and Service credit shall apply
8	No	Quotations issued on time	All quotations for reactive and remedial works (and other tasks) are issued to STFC within timescales specified in the contract	Measured using CAFM and / or STFC / Service Providers records	90% of quotes are issued to STFC within timescales ≥89.99% Complete a Performance Improvement Tracker
9	No	Cost	For planned works, Payment Applications are submitted within 30 days of completing a task and PPM. The process for Payments Applications should be followed	Measured using STFC / Service Provider's records	100% ≥99.99% Complete a Performance Improvement Tracker
10	No	SHE- To ensure the adherence to all Health and Safety regulations and policies.	Measured as the number of RIDDORS (reportable incidents)	Service Provider H&S records	The number of RIDDORS shall not be greater than 1 at any one time More than 1 Complete a Performance Improvement Tracker

Schedule 7- Early Warning Register (Risk Register)

The following matters will be included in the Early Warning Register to help reduce risk:

- Material costs/shortages
- Parts costs/shortages
- Quality of materials/parts
- Staff Shortages
- Health and Safety matters
- Anything else that may impact, delay or otherwise affect the successful performance and delivery of the contract services

Early Warning matters will be included in the Quarterly Service Provider Performance Report (Supplier Performance Report) and monthly review meetings with the Service Provider Manager present.

COPY



Order	4070352295
Order Date	20-JUL-2023
Revision	0
Revision Date	
Payment Terms	As per terms and conditions

Supplier: **JPF Systems Ltd T/A The Automatic Door Company**
Unit 1 & 2
Apex Court
Bassendale Road
Bromborough
CH62 3RE
United Kingdom
0151 3439333

Invoices not quoting the PO number and the ship to details will be returned unpaid.

For all purchase order queries, please contact
P2PAdmin@uksbs.co.uk
For all invoicing queries, please contact finance@uksbs.co.uk

Tel:
Fax:

Ship to: **STFC - DL DL**
STFC - DL DL
Daresbury Laboratory
Daresbury Science and Innovation Campus
Warrington
United Kingdom
WA4 4AD

Invoice to: **UKRI**
C/O UK Shared Business Services Ltd
Polaris House
North Star Avenue
Swindon
United Kingdom
SN2 1UH

NOTES TO SUPPLIER:
Contract ref: UKRI-2852

Line	Part Number/Description	Delivery Date	Quantity	UOM	Unit Price (GBP)	Tax	Net Amount (GBP)
1	Supplier Item: Please raise funds for the statutory maintenance & inspection (PPM) of Auto Doors at DL for the period of April 2023 to April 2025	31-JUL-2025		Each			4,080.00

Total 816.00 4,080.00
Grand Total 4,896.00

The term and conditions relating to this purchase are provided in the Contract, which matches the Contract number cited in the narrative to this Purchase Order and are specific to this Contract. Where the Contract number is not so cited, then our standard terms and conditions will apply which are available at :- <https://www.uksbs.co.uk/services/procure/Documents/UKRIPOTCs.pdf>

Commercial In Confidence

VAT Registration Number GB 287 461 957
STFC - Science & Technology Facilities Council

STFC is part of UK Research and Innovation, a non-departmental public body funded by a grant-in aid from the UK Government. More Information can be found at www.ukri.org

6.1 Executive Summary

JPF Systems Ltd, trading as The Automatic Door Company (ADC) has been delivering automatic door PPM, servicing and installations successfully for over 20 years. Our expert team of Engineers work to our tried-and-tested quality standards and working practices. We confirm that we have the direct in-house labour to be able to maintain the variety of brands of Auto Doors as listed in the specification and asset list, including being a Diamond Partner for Record. Our programme management is underpinned by our Integrated Management System and ISO:9001 accreditation, as well as Constructionline Gold, ADSA and DHF, and our pending ISO14001 and 45001 accreditation next month. A summary of our proposal is below.

Mobilisation

We've a standard and comprehensive mobilisation plan and process following project management principles and utilising a Gantt Chart. We'll appoint a Designated Contract Manager (DCM) to lead mobilisation, supported by a multi-disciplinary team and the designated Engineers who will be responsible for delivering the contract. Separate to PPM, for installations, our Engineering Manager will mobilise and manage each installation project as required.

Site Working Protocols

Our tried-and-tested protocols are aligned to relevant British Standards, supporting our first-time-fix ethos, including:

- Reviewing asset history to ensure appropriate van stocks, maintaining critical stocks lists e.g. part warn parts will be collected.
- Arrival protocols – e.g. site sign-in, ID, checking the Asbestos register.
- Risk Assessments- reviewing RAMS, completing Dynamic Risk Assessments.
- Isolating the area and electrical supply.
- Completing the asset-specific service checklist.
- Confirming the asset is in full-working-order, or following the repairs/maintenance process and providing quotations if outside of self-approval limits.
- Making good and making-safe assets, restoring the asset to normal use/operation, or liaising with Site Managers where e.g., manual operating modes for H&S reasons.
- Completion report/certification of works showing condition-ratings, defects, rectification works, recommendations.
- Sign-out procedures followed, reports/photos etc uploaded to JobLogic.

For this contract specifically, our team are well-versed in working in Research Facilities and highly sensitive areas. This includes several Universities, Pharmaceuticals and NHS hospitals and sites, including Leighton Hospital whereby our team provide PPM for operating theatres. To manage works in these environments, they will follow a bespoke process and strict protocols. An example is outlined below, which provides a clear demonstration of the detailed lengths our teams go to and understanding of the sites we work in.

Contract Example: Leighton Hospital, Crewe, Cheshire

Leighton Hospital is managed by Mid-Cheshire NHS Trust and our team follow strict protocols and guidelines when attending to service the operating theatre doors. They complete all works “clean side” and ensure that appointments are pre-booked to meet the nurse in charge of the section. Staff must arrive in clean clothing/overalls, and we therefore ensure they have not attended any other sites in their schedule. They remove any jewellery/watches, leave their mobile phones and must wipe down all tools required and place these in a clean tool bag. They must follow strict hygiene guidelines and thoroughly wash their hands, and then apply from sealed bags from the top of the body down a hairnet, mask, snood, and overall/ disposable body suit. They place all tools on a bench, and once all is in place slide over the

bench/line fitting, with overshoes on before placing their feet on the sterile floor. They will then proceed with their tools to the work area and follow our service procedure and ensure that the work area is thoroughly cleaned.

Repairs and Quotes

Quotations include RAG-ratings to easily explain the rationale and priority-level, accompanying service reports, condition-ratings (as pictured below), photos and comprehensive, itemised pricing-breakdown:

- ➔ **Red** – (urgent) e.g. legal-compliance; defects requiring immediate attention;
- ➔ **Amber** – (essential) e.g. to ensure regulatory/sector/organisational compliance; defects requiring non-critical attention;
- ➔ **Green** – (desirable/long-term) e.g. to maintain non-critical assets to protect value/sustainability.



RED: To ensure legal compliance / Defect requiring immediate attention / Health & safety rated defects / Equipment lock off necessary / Emergency & critical works required / Defects that will cause imminent further damage and or further costs.



AMBER: To ensure regulatory and sector/ Organisation compliance / Defects requiring attention, but not critical / Defects requiring attention before next inspection / Defects requiring attention within a certain quoted time period



GREEN: To maintain non-critical assets sufficient to protect value and meet sustainability commitments / Optional non-critical maintenance / Works of a cosmetic nature

Timescales for repairs/rectification works will be confirmed, with regular updates, targeting a 5-day completion-timescale.

Emergency Call-outs

24-7-365 Emergency call-outs are fully resourced. Outside of normal working hours (including weekends and Bank Holidays) these are managed through a dedicated call-centre who'll notify our duty-engineer. This ensures all out-of-hours calls are dealt with efficiently. Normal working-hours emergency calls are handled though our in-house coordinators. Calls will be responded to within four hours from receipt of call. Duty Engineers are rotated amongst the designated team for the contract and Service Team Leader. Contact details will also be provided for Senior Staff should there be any issues out of hours.

Quality Assurance (QA)

QA follows a plan-do-review-improve approach. Site-Inspection-Visits review compliance with e.g. site signing-in/out procedures, identification, Van Stocks, H&S compliance, and specific site requirements. A RAG-rated risk-basis factors in the newness of a process, contract or personnel, situational changes, and previous QA activities. Site Inspection Visits are scheduled in line with contract requirements.

Health and Safety

Our NEBOSH-qualified Contracts Director, FOIA Section 40 Personal Information

- legislative compliance
- staff competency in the context of their roles
- annual refreshers, toolbox-talks.

Risk Assessments and Method Statements account for different types of doors/shutters/assets, situations and environments, as outlined above in our example for Leighton Hospital. All Engineers are trained to complete dynamic risk assessments to manage changing risks.

Escalation

Risks and issues are reviewed monthly Management Meetings, to ensure continuous improvement and actions tracked to resolution. All assets have our contact details labelled on them for ease of reference and we have a documented escalation process in place.

Natasha, as Service Director, maintains full oversight of all issues, through to completion and these are reviewed monthly through to closure by our management team.

Our partnership-working-approach and outstanding customer service leads to contract extensions, renewals and recommendations. E.g., Wirral Council for 20-years.

Accreditations

ISO:9001
ADSA
DHF
Constructionline-Gold
CHAS
Safe Contractor

Adding Value

We always aim to deliver added value for our customers, including the following examples:

- As a manufacturer of aluminium doors, our service Engineers have the unique opportunity to attend training with our Door Fabrication Team Leader and fully understand the construction of the doors. This often helps them to diagnose structural issues with the doors, as well as with the automation unit. This sets us apart from other organisations.
- Our company-designed aluminium system, combining exceptional quality and value-for-money.
- Holding sizeable stock-levels in our Wirral-based warehouse (25 minutes' drive from Daresbury), ensuring quick-turnaround times, cost-savings and a streamlined approach.
- As an independent business, we're not tied to manufacturers and recommend part-over-whole-replacement, unless necessary for Health and Safety or compliance reasons.
- Engineers are rewarded for providing excellent customer service, not for upselling unnecessary upgrades. They are chosen for their abilities, experience and attitude to provide us with the assurance that our high standards of customer service and quality will be met.
- Our experienced team are experts and have a wealth of industry knowledge between them, shared with customers through on-site advice. Where issues are identified, we

have an escalation process in place whereby one of our Senior Engineers or Team Leaders will attend site to resolve the issue and provide their expert advice and guidance to the client. For this contract, our team will be able to support STFC's estates team to provide advice regarding appropriate assets for required upgrades, and in the design of new builds (for example, with a Yorkshire-based client we identified assets didn't meet British Safety Standards and worked with them to install and upgrade the shutters)

- We offer free the first-service for each new installation.
- We provide a 24-month (typically 12-month) warranty on some newly-installed operators.
- Our MIS, JobLogic – supports comprehensive asset lists and QR-coding to manage complex portfolios with a dedicated Contract Coordinator responsible for maintaining accurate asset lists for each site based on live feedback from Engineers.
- Multiskilled engineers can service, diagnose and repair varying assets.
- We keep up-to-date with industry developments through our various accreditations (e.g. ADSA and DHF) and Diamond-Partner-Status with suppliers. Staff keep abreast of developments through industry circulars, their own accreditations and memberships, and attendance at trade fairs, exhibitions and industry conventions. Key suppliers are invited to present to our teams on new developments (technology or methods) and upcoming innovations.

Investment in Environmental Sustainability

We monitor the environmental impact of doors, and provide advice to clients who are moving towards net zero. For example, we recently provided our customers with information regarding green solutions to support climate control and Building Energy Management which included the use of laser technology rather than sensors to improve the speed of openers/closers, reducing energy loss.

Testimonies



“ADC are refreshing to work with. As well as the maintenance of our roller shutters and automatic doors, they also give excellent legal, health and safety advice. Since the start of our contract with ADC, we have built up a great relationship with them, they just seem to go above and beyond in the service they provide.”



“The team at ADC are absolutely fantastic. They install and maintain our automatic sliding doors, roller shutters, gate house and vehicle access barrier. They service everything once a year, check safety systems and replace or upgrade doors and gates. They just seem to pull out all the stops, often splitting the work around us as the Zoo opens to the public and areas become busier. We simply can't fault them, even when we phone up nothing is an issue, they're always friendly and helpful from start to finish.”

6.2 Specification Requirements



The Automatic Door Company

ADC have been delivering PPM, Servicing, installations and reactive repairs for over 20 years for automatic doors and have the necessary staff, procedures and infrastructure in place to meet the specification requirements, as outlined below. Overall, we take a flexible approach to meeting our customer needs, and this includes remaining flexible as assets change.

Delivering the specification requirements

We will have assigned a Designated Contract Manager who will oversee the end-to-end contract management process and a Designated Contract Coordinator who will oversee the day-to-day operational requirements and ensure all asset records are accurate and up-to-date. A team of 4 directly employed Engineers and Team Leader will be dedicated to the contract, ensuring that there is continuity and familiarity with the site and assets. Our Engineers have knowledge and experience of working on the full range of autodoors brands, makes and models for this contract, and we ensure our teams are kept up to date with industry developments by inviting manufacturers to present to our Engineers and run workshops in our dedicated training suite. Our Service Team Leader provides technical support and ensures that Engineers are carrying out works in line with ADSA and British Standards, and following Health and Safety guidelines. He coordinates the team's training and development. Brands our team are competent to service includes Horton, Tormax, Record, Axis and Besam.

Our Service Manager and Service Director will oversee the achievement of contract KPIs, and will utilise our MIS, JobLogic's dashboard and reporting functions. Monthly contract reviews will be undertaken to ensure that all service requirements are met and exceeded. Regular contract management meetings with the contracting authority serve to ensure that our team are performing to the required standards and meet changing needs. Work will be scheduled and planned during the mobilisation period, and delivered in Normal Working Hours, invoiced monthly in arrears with a total charge and breakdown shown in the format required by STFC. During mobilisation we'll provide an up-to-date management structure, contact telephone numbers, staff availability and rotas, emergency arrangements and agree an annual service schedule.

Routine Servicing

An annual service schedule will be agreed and diarised in advance for a team of Engineers to complete in-line with the asset requirements and recommended frequency (annual/bi-annual). Our plan will be based on average service times, which vary per operator and asset type, for example, Automatic single Swing Door – 30 Minutes and Automatic double slide/swing – 45 minutes. The DCC will advise and agree with STFC any scheduled dates needing to be changed, and will not make changes within 4 weeks of the agreed dates. Where additional tasks which are safety critical or urgent, repairs can be completed during servicing, and Engineers will utilise van stock up to £500 with approval from the Service Manager. For repairs unable to be completed, assets will be made-safe, followed-up and completed usually within 5 working days. Engineers will liaise with site/estates managers to ensure the safe manual operation of the doors if the automated opening/closing unit is unsafe to use. All Engineers carry van stock aligned to the contract assets, and review asset histories and previous service reports to identify any parts which may be due for replacement and ensure these are carried to the service. This enables us to achieve a high rate of first-time-fix and leads to efficient contract delivery. Our team are well-versed with SFG20 requirements and will monitor any code or requirement changes.

Responsive Callouts

For reactive callouts, we provide a contact email address and 24-hour telephone service for reporting faults. We log jobs via JobLogic, allocating works to the nearest available engineer, in compliance with the four hour response time from receipt of call to Engineer on site for this contract. Comprehensive and detailed service and maintenance reports will be provided, with supporting evidence within 24-hours, and the Operations Manual/Asset Log Book updated as required.

6.2 Specification Requirements

Quotations and Achieving First-time-fix

For all additional works, quotations will indicate a RAG-rating, as below, to assist budgetary decision-making and be provided within five working days from quotation request, but usually within 48 hours. For example, for Royal Armouries, upon taking over their PPM contract, we highlighted that a number of roller-shutters were no longer compliant with health and safety standards as they did not contain anti-fall-back measures. As this mechanism couldn't be added to the existing shutters, they required replacement and we worked with the museum to complete these works after successfully tendering. Where necessary, and in most cases, our Engineers will liaise with the Site/Estates Manager when issues are identified and discuss this whilst on site. We aim to provide same-day quotes wherever possible, and where the Engineer has the necessary parts in their van stock, they will complete the works same day. As added value, as our head office is Wirral-based, and 25-minutes' drive to Daresbury. We have a stores delivery service which is able to deliver parts to the Engineer on-site to achieve first-time-fix. Where more bespoke and unusual parts aren't in stock in our warehouse, upon quotation approval these are ordered and we keep customers abreast of delivery lead times. A 12-month defects period is offered as standard. For all works, our team will keep STFC's Service Manager updated with progress.



RED: To ensure legal compliance / Defect requiring immediate attention / Health & safety rated defects / Equipment lock off necessary / Emergency & critical works required / Defects that will cause imminent further damage and or further costs.



AMBER: To ensure regulatory and sector/ Organisation compliance / Defects requiring attention, but not critical / Defects requiring attention before next inspection / Defects requiring attention within a certain quoted time period



GREEN: To maintain non-critical assets sufficient to protect value and meet sustainability commitments / Optional non-critical maintenance / Works of a cosmetic nature

Completion and Documentation

Once works are completed, all work related documents including service sheets and certificates will be uploaded onto the CAFM system where applicable, by our Contract Coordinator, within 72 working hours of completing the work, usually within 24 hours.

Quality Assurance

ADC's Quality Management System follows a plan-do-review-improve model and stringent quality control. This is underpinned by our ISO9001 Accreditation and compliance with British Standards BS 16005 and BS 7036.

Quality Control

Our robust Quality Control has been fine-tuned over our 26-years of operation, involving:

- ensuring the continued competency of staff,
- maintaining a pre-approved list of suppliers and products which meet required standards,
- completing quality control checks on receipt from suppliers,
- completing cyclical and risk-rated quality assurance sampling checks, and
- ensuring warranties and guarantees are appropriate.

Our Service Team Leader completes Site Inspections to ensure standards are met. We tailor this to suit the different needs of clients, e.g., UCLan complete monthly joint inspections. Our Stores

6.2 Specification Requirements



The Automatic Door Company

Manager provides Quality Control over parts/materials/supplies, and our MIS, JobLogic, provides Dashboard and Exception reporting to enable KPIs to be easily monitored to ensure delivery of the service to meet expected standards.

Knowledge and Expertise

Our team have experience working in a range of environments, including similar research facilities, particularly within the universities we hold contracts with, which includes Staffordshire, University of Central Lancashire and Bangor. They each have highly sensitive research areas which we factor into our ways of working and standard operating processes. We've also held a PPM contract for 187 sectional doors for Airbus UK, based in Broughton since 2021, valuing approximately £70,000 per annum. Due to the nature of the site, there are highly sensitive areas and all staff must be inducted into the site and hold permits for works. For our work on the Airbus site, over 2 years, we have been audited approximately ten times by the Safety Systems Team and have had zero Health and Safety violations over the period. Within the Free-Of-Debris areas our team understand the required protocols with emphasis on good housekeeping and keeping debris down to an absolute minimum. All Airbus policies are adhered to and factored into RAMS, including specific to works. Installations are carried out over their two-week July/August shutdown period, with permissions obtained from the Building Manager prior to carrying out any works. Hot Work Permits are applied for and issued by the Fire Station on site in advance.

For Teva Pharmaceutical, who specialise in generics and biopharmaceuticals, as well as having a large focus on research and development, we've held a PPM contract for their Runcorn-based site since 2019. This includes 52 doors, 16 gates and barriers and 124 windows, with a contract value of approximately £170,000 since contract start.

Promoting Innovation and Taking Initiative

As an experienced provider of automatic and industrial door servicing, maintenance, repairs and installations, we're in a strong position to support STFC to develop knowledge of best practice and innovations relevant to the site. This includes our expert team, who have a wealth of industry knowledge between them, providing on-site advice which is valued by all our clients. As we work with a large number of further and higher education institutions, we are well-placed to share with STFC what we know works well and delivers a smooth and efficient service.

Asset Technology and Innovations

For this contract, our team will support STFC's estates team by providing advice regarding appropriate assets for any required upgrades, especially upon initial review of asset conditions, and factoring in that several of the doors are over ten years old and may not be delivering the most efficiency in terms of overall building energy efficiency.

For all our clients, we particularly support them to be first class facilities, and appreciate that the first interaction people have with a building is the automatic door, thereby creating the first impression of the facility, and thereafter facilitating a smooth journey throughout the site.

As added value, our team can provide an annual report which identifies new and emerging technologies, including green technologies or processes which could improve the Building Energy Management and operational efficiency for the college.

Lifecycle Monitoring

We will monitor the full asset lifecycle, manufacturer recommendations and compliance for each asset with relevant British Standards, and discuss any recommended improvements with the Estates Manager as and when they are identified. The focus of our team is on extending asset lifecycles through appropriate maintenance and repairs, and recommending part over whole replacement wherever possible.

6.2 Specification Requirements

As examples, the Covid-19 pandemic brought with it a focus on controlling and preventing the spread of infectious diseases. We worked with a number of our customers to replace and upgrade assets to be contactless and more recently, through the use of laser technology, to improve the speed of opening and closing through more accurate sensors and readings.

For example, with Wrexham Maelor Hospital's Modular Theatre we installed 4no single Label retro kits and 2no double Label retro kits, with each door including 2no touchless pads on entry and exit.

Added value

ADC's continuous improvement approach leads to ongoing service continuity, added value and efficient delivery of contracts. We provide a range of additional benefits which includes:

- As a manufacturer of aluminium doors, our service Engineers have the unique opportunity to attend training with our Door Fabrication Team Leader and fully understand the construction of the doors. This often helps them to diagnose structural issues with the doors, as well as with the automation unit. This sets us apart from other organisations.
- Our company-designed aluminium system, combines exceptional quality and value-for-money.
- Holding sizeable stock-levels in our Wirral-based warehouse (25 minutes' drive from Daresbury), ensuring quick-turnaround times, cost-savings and a streamlined approach.
- As an independent business, we're not tied to manufacturers and recommend part-over-whole-replacement, unless necessary for Health and Safety or compliance reasons.
- Engineers are rewarded for providing excellent customer service, not for upselling unnecessary upgrades. They are chosen for their abilities, experience and attitude to provide us with the assurance that our high-standards of customer service and quality will be met.
- Our experienced team are experts and have a wealth of industry knowledge between them, shared with customers through on-site advice. Where issues are identified, we have an escalation process in place whereby one of our Senior Engineers or Team Leaders will attend site to resolve the issue and provide their expert advice and guidance to the client. For this contract, our team will be able to support the estates team to provide advice regarding appropriate assets for required upgrades, and in the design of new builds. (for example with a Yorkshire-based client we identified assets didn't meet British Safety Standards and worked with them to install and upgrade the shutters)
- We offer free the first-service for each new installation.
- We provide a 24-month (typically 12-month) warranty on some newly-installed operators.
- Our MIS, JobLogic – supports comprehensive asset lists and QR-coding to manage complex portfolios with a dedicated Contract Coordinator responsible for maintaining accurate asset lists for each site based on live feedback from Engineers.
- Multiskilled engineers can service, diagnose and repair varying assets.
- We keep up-to-date with industry developments through our various accreditations (e.g. ADSA and DHF) and Diamond-Partner-Status with suppliers. Staff keep abreast of developments through industry circulars, their own accreditations and memberships, and attendance at trade fairs, exhibitions and industry conventions. Key suppliers are invited to present to our teams on new developments (technology or methods) and upcoming innovations.

Investment in Environmental Sustainability

We monitor the environmental impact of doors, and provide advice to clients who are moving towards net zero. For example, we recently provided our customers with information regarding green solutions to support climate control and Building Energy Management which included the

6.2 Specification Requirements



The Automatic Door Company

use of laser technology rather than sensors to improve the speed of openers/closers, reducing energy loss.

Budgetary Efficiency

We review each asset and confirm only what is necessary to meet the priorities of each client and are proactive in identifying contract efficiencies. For example, replacing part-worn items which may be compliant at the time of service, but will result in a call-out repair if left. Our approach to providing quotations and recommendations clearly RAG-rates the importance of the works, enabling customers to make informed decisions.

Meeting response times and KPIs

ADC are experts in autodoors solutions, particularly in educational settings, and as an SME, we're highly flexible to tailor what we do to suit client needs.

Service Levels

In addition to the KPIs below, for routine servicing and inspection, through JobLogic, our MIS, we will schedule work in advance in-line with the agreed service schedule, allowing time to plan and deliver a well-coordinated and cost-efficient solution.

For emergency callouts, or other issues, we'll receive calls via our 24-hour telephone service or email address. Calls are immediately recorded including the site, asset number, date and time of call, caller, caller's number, and any specific details regarding the call. JobLogic links the call to the site and asset log, providing engineers with access to site histories, equipment registers, job sheets and compliance forms, data sheets and any other previous information recorded. JobLogic provides a full audit trail of service and callout times. Integrated GPS-tracking optimises allocations and time-to-site to quickly inform clients of expected times of arrival. A Dedicated Contract Coordinator (DCC) will coordinate all aspects of works allocations and manage all calls.

For reactive callouts, we allocate works to the nearest available engineer, in compliance with agreed priority levels and to meet the four-hour emergency call out.

We ensure full support and contingency coverage, providing dependable service levels. For this contract, in addition to the four designated Engineers, we've 21 Engineers located within 2 hours' travel to site time. Our telephone support team are able to discuss and diagnoses potential issues with the caller, and in a number of cases this leads to the call changing priority from emergency to a lesser same or next day response, with the asset made safe.

Engineers on site, via the JobLogic app capture and store site notes and surveys, equipment registers, supporting photos and videos, safety compliance forms, manufacturer warranties, and complete customer satisfaction/sign-off forms. Real-time data transfer ensures that the team have accurate and timely information to manage the service effectively.

To facilitate first-time-fix, as highlighted earlier, engineers carry a wide-range of spares for most routine issues to be resolved within the first hour of attendance. Stock is in-line with the asset register, and we periodically review this during the contract. Where unable to complete the repair within 3 hours, we'll notify the Estates Manager immediately, providing evidence of why it is unable to be repaired, and quotations where applicable within 5 working-days (but usually next-day).

Meeting KPIs

As standard for all of our contracts, we have in place internal KPIs, which align to those of SFTC and set ourselves a target of 100% for most KPIs:

- Servicing (PPM) completed as planned.

6.2 Specification Requirements

- Callouts attended within response times.
- 100% service/maintenance/repair reports supplied within 24 hours of completion.
- Any remedial work is quoted within 48 hours and should include any lead time for spare parts.
- No additional works above £500 is undertaken (unless a matter of health and safety) without obtaining a purchase order.
- Works under £500 to be completed with Site Approval
- 95% First-time-fix for repairs
- 100% invoices include purchase order numbers.
- 0% complaints.

We've a zero-defects ethos and will seek to achieve this with this contract.

Reporting

KPI's and SLA'S are recorded on JobLogic during contract mobilisation, ensuring each time a job is logged, our team are alerted to the parameters within which the service must be delivered. This helps us deliver excellent customer service and meet contract targets.

A monthly RAG-rated dashboard report can be provided, aligned to KPIs, showing year-to-date and monthly performance, supported by asset data. Access to JobLogic can be provided for real-time service updates. Our team will update SRFI's own CAFM system as required, and ensure that this is maintained inline with our data quality principles of timeliness, accuracy, completeness, reportability and correctness.

Managing and Coordinating Suppliers

ADC has a procurement process in place which ensures a robust and flexible supply chain in terms of purchasing of materials, plant, and equipment to deliver a consistent, high-quality service to achieve the expected timescales and standards for this contract. We will not be subcontracting labour.

Resources from Supply Chain Partners

At the outset of each contract, we ensure we've a full database of all products and spares required for each site and asset, from our pre-approved suppliers. Where we identify a new product is required, we will source the product ensuring it meets standards, quality and cost requirements, and also ensure staff are competent in its installation/repair. In general, we complete a fitness-for-purpose review.

During mobilisation, we'll comprehensively review all assets and site requirements against our products/parts list. We'll identify a critical parts list which Engineers must carry as part of standard van stocks, and prepare a procurement strategy for the contract.

For this contract we envisage key suppliers will include:

Record uk (Diamond Partner)	Automation parts (Record & Besam)
Horton	Automation parts (Horton)
RTR Services	Variety of manufacturer parts (inc Dorma & Tormax)
Auto door trader	Variety of manufacturer parts (inc Axis)

Selection and Management of Supply Chain

As we've been delivering these services for many years, we've a pre-approved supplier list, reviewed annually. Criteria applied includes stock availability, quality, competitiveness,

6.2 Specification Requirements



The Automatic Door Company

guarantees, location, and customer service. As an independent provider we we've freedom to rapidly flex to market-changes.

Due to the specific nature of requirements, often the supplier range available is limited, and dictated by the assets we service, or for installations where the manufacturer has been specified. To manage supplies on a day-to-day basis, our Stores Manager reviews stock-levels (through JobLogic's automated system), planned works/servicing and factors in long lead-times.

Each delivery is reviewed through Quality Control, with checks completed to ensure products are new, free from defects in design, process materials, and manufacture, and matches the description as expected. They confirm the product has the appropriate warranties. For all assets, we utilise a QR-Code system to track/record product specifications and warranty details. Matching-up delivery notes, using assigned order-numbers, a line-by-line check is completed and recorded through a Product Acceptance Process. Our Inhouse delivery service collects parts, delivering them to field-based engineers, with a second outgoing check verifying the part is correct. All products we use are newly-manufactured and meet required standards. We hold high-levels of stock in the factory: the volume of defects is therefore minimal. All warranty/guarantee documents are shared via our Operating Manuals, which are handed to clients during completion.

Our supplier relationships have been built over 26-years, including Diamond-Partner-Status with multinational suppliers, e.g. Record, providing competitive pricing and evidence of quality. Suppliers audit our installation works to ensure it meets their quality assurance standards. We've long-standing relationships with leading industry suppliers including Horton, BEA-Group and Optex. We host regular training sessions with suppliers in our training room at head office and trial any new products that become available to the market. We also provide consultation and provide feedback on these for development purposes to manufacturers.

Supply Chain Review

Supplier approval is reviewed at least once per year, or at the outset of a new contract. This is based on performance when meeting orders placed over the previous year. The results of the review are addressed at the management review. Any problems must be investigated and where they cannot be resolved the Supplier will no longer be used. Our Store Manager monitors our supply chain register routinely and will speedily identify and report on any issues. In the first instance we'll try to rectify the issue via phone-calls or email and thereafter will arrange a meeting with suppliers to find long-term solutions. Our Team Leaders complete cyclical Quality Assurance Checks on this process, including observations of receipt of products, and monitoring customer feedback and reported defects.

Business Continuity approach

To support the delivery of this contract and mitigate any risks or interruptions in our delivery, we only utilise tried-and-tested suppliers, with products that are fully guaranteed. Ongoing review of delivery timescales is monitored across all suppliers with contingency suppliers identified, and a high-volume of stock kept in our warehouse which is replenished as it is used.

We build strong relationships and work with clients to manage demand and forecast asset-requirements, leading to timely supplies.

Managing the Service Schedule

During mobilisation, we will establish and agree an annual service schedule, and this will be diarised in JobLogic for the designated Engineers. The schedule is based on average service times per assets, as above, and will factor in site nuances and distance between assets on the site. Upon attending site, our engineers will discuss with site managers any problems or

6.2 Specification Requirements



The Automatic Door Company

concerns that have arisen since the last service visit, (usually prior to attendance when the service is confirmed), complete a visual check of the hard-wired wall fuse connection, and prior to works commencing will ensure that power supplies are electrically isolated. We will carry out and record on a checklist a structured list of operations during the service and inspection visit to meet the minimum requirements of this contract. We will also identify and report on any deviations to BS7036/16005, the general condition of the automatic equipment and where applicable, the frames they are attached to. First-time-fix is key to our excellent standards of delivery and Engineers are encouraged to use parts if available from van stocks (which are constantly monitored) to fix doors, following customer defects and repairs procedures.

The times stated above are constantly reviewed utilising JobLogic, and supervisors monitor works progress via dashboard reports to ensure turnaround/service timescales targets are reached. We do not rush our Engineers to complete servicing to tight timescales. They are given the right amount of time to complete a thorough inspection. For contracts which we've taken over from other well-known larger suppliers, it has been evident that cost savings rather than quality have been the objective with assets not properly cleaned, which led to longer-term issues from a build-up of dust.

All Health and Safety requirements are met, and managed by our NEBOSH accredited Contracts Director. Site specific Risk Assessment and Method Statements (RAMS) are completed during mobilisation, and outline any specific operational measures required. A sample RAMS is contained in Appendix 6.2a.

Managing Changes

As an SME, we're a highly flexible and responsive organisation, adept at managing any changes required. This includes changes to the asset register and the need for replacements, installations, and upgrades. We have depth and breadth in our organisation to manage any change, and work with customers to manage this through our Designated Contract Manager.

Where legislation or standards change, our team rapidly respond through our ISO9001 change management process, which places communication of the change at the centre. Team talks, circulation of updated written guidance, staff training and email communications are some of the methods we use to communicate changes.

Contract Example: Leighton Hospital, Crewe, Cheshire

Leighton Hospital is managed by Mid-Cheshire NHS Trust and our team follow strict protocols and guidelines when attending to service the operating theatre doors. They complete all works "clean side" and ensure that appointments are pre-booked to meet the nurse in charge of the section. Staff must arrive in clean clothing/overalls, and we therefore ensure they have not attended any other sites in their schedule. They remove any jewellery/watches, leave their mobile phones and must wipe down all tools required and place these in a clean tool bag. They must follow strict hygiene guidelines and thoroughly wash their hands, and then apply from sealed bags from the top of the body down a hairnet, mask, snood, and overall/ disposable body suit. They place all tools on a bench, and once all is in place slide over the bench/line fitting, with overshoes on before placing their feet on the sterile floor. They will then proceed with their tools to the work area and follow our service procedure and ensure that the work area is thoroughly cleaned. *Testimonial: "ADC excel at customer service and the engineers on site always conduct their works in a professional way. They manage the maintenance contracts on all our doors, which in our environment for areas such as theatre or emergency rooms, we rely on their quick response times. They are proactive, speedy and really friendly. It's like they go above and beyond for us which makes our lives easier."*

FOIA Section 40 Personal Information

6.3 Mobilisation Plan

Upon contract award we'll appoint a Designated Contract Manager (DCM) who, supported by the Service Director, will establish an implementation team. This includes key functions such as: Finance, IT, Quality & H&S, the Service Team Leader (SLT) and the Dedicated Contract Coordinator (DCC). A mobilisation plan in the format of a Gantt-chart with timebound actions will be implemented, working backwards from the contract start date and factoring in the one-month mobilisation period. The plan will cover key areas, which are outlined below, including:

- Contract operating procedures – convene a meeting with STFC's Contract Representative (CR) to ensure all procedural and performance monitoring/management arrangements are confirmed. These are then rolled-out systematically across the contract delivery team.
- Our team will review all assets and produce and provide a 52-week service schedule, listing all service works to be completed and planned dates. The service schedule will be agreed during mobilisation. The team will also complete a post award 90-day report outlining any faults, defects or wants of repair which in our opinion require substantial remedial works and fall outside of the scope of routine maintenance, following this, the team will report these via STFC's CAFM.
- HR/TUPE requirements – as needed - for this contract however, we have the necessary staff in place and will ensure that all BPSS requirements are met.
- MIS - making-ready JobLogic with contract details and the KPI monitoring framework
- Quality arrangements - establishing quality-parameters, communicating standards to the team and preparing the QA audit schedule, integrating the contract into our company-wide Quality Management Framework (QMF) and ISO:9001 processes. The QA schedule will include Site-Inspection-Visits taking place within the first month of delivery to confirm compliance with standards and will peter-out gradually once the customer is happy that the contract is operating to the standards required. We'll also embed the random audits of up to 10% to be completed in each year within our annual schedule.
- Finance – ensuring the invoicing procedure and work instructions are established as per the contract specification
- Staffing – verify that all staff hold the necessary accreditations and supply any details required to STFC.
- New contract induction – in the week prior to contract start, we schedule implementation inductions for staff involved in the delivery of the contract to roll-out operating procedures, expected levels of performance and communication protocols. This will include site familiarisation planned during the first PPM visit and additional time scheduled for this.
- H&S and Safeguarding – ensure all requirements are met in our Standard-Operating-Procedures and communication channels are clearly documented for staff to raise issues. Site specific risk assessments will be completed for all asset areas, with annual review completed.

We have successfully mobilised many contracts and only receive praise for our professionalism and ability to not only mobilise contracts swiftly and smoothly, but also to deliver an improved service. Separate to PPM, for installations, our Engineering Manager will mobilise and manage each installation project as required.

Ensuring the Current Service is not Affected.

During mobilisation, and in particular the initial kick-off meeting, we will review the existing asset register and confirm arrangements for incumbent's liabilities from contract award to contract start. We'll work with the authority to establish the incumbent's obligations between contract award and exit, and if there are any risk these obligations won't be fulfilled. We will work with STFC to ensure there is full-service continuity from contract award and make provision for the need to mobilise earlier. An example is where we were successful in a procurement and the incumbent declined to accept any further callouts. We mobilised swiftly to manage this and take over the contract sooner than anticipated.

6.3 Mobilisation Plan

Contract Example: Doncaster Council

With this contract, we were the second-placed bidder, and shortly after contract award, it transpired that the successful bidder was unable to fulfil their commitments made in their tender and their contract was withdrawn. We took over this contract at short notice and began call outs immediately and servicing shortly after. We mobilised the full contract within three weeks and have been successfully delivering the contract since August 2022.

Mobilisation Approach

Our mobilisation approach is to ensure that the contract is managed and mobilised efficiently, and that our mobilisation activities set the tone for implementation, following duration. We take a stringent project management approach to mobilisation, utilising a Gantt chart. We separate implementation from mobilisation, and take a proportionate approach to quality assurance during initial implementation, with increased quality assurance activities at the outset to confirm expected standards are met and signed off, before moving on to a “Business as usual” stage.

Key features of our approach include:

- Designated Contract Manager and mobilisation team: The DCM will take ownership of the mobilisation plan, however, takes a collaborative approach to planning and review, with the full involvement of a Mobilisation Team and other areas of the business to ensure full coverage and interests of stakeholders. The mobilisation team will include the Designated Contract Coordinator, Service Team Leader, Service Director, and designated Engineers, as well as the key functions of finance, and our Contracts Director who looks after Health and Safety, Environment and Quality.
- Regular reviews of progress against the plan. For this contract, having a one-month mobilisation period, our team will meet twice weekly for a keeping-in-touch call to review progress against the plan and identify any actions or issues that have the potential to impact mobilisation as planned.
- Gantt chart project management approach – this includes using our tried and tested template showing timescales and key tasks, with interdependencies and critical paths clearly identified.
- Maintaining a risk register which is reviewed daily by the DCM and Service Director to ensure mobilisation stays on track and risks are effectively managed. A full escalation procedure is in place where actions are at risk/or have not been completed to time.
- All risks are assigned an owner, with key timebound actions to mitigate them identified and followed through to closure.
- A strong focus on quality and standards – quality is embedded in the mobilisation plan.
- Full liaison with clients to confirm the mobilisation and project plan and identify any errors, omissions or alterations required.
- Plans are updated by the DCM as tasks are completed or situational factors change requiring amendments, in partnership with clients.
- An audit trail of amendments to the plan is maintained by the DCM
- Contingency planning is built-in to the model, with timelines set which allow for natural slippage.
- Communications structure – the team agree methods for communication during the mobilisation period, including internal and external communications. They agree central points of contact for external parties and stakeholders (including clients), and these will be named in the communications plan.

Positive and Professional Liaison, Building Ongoing Relationships

Our team will start to build a positive and proactive relationship from the moment the contract is awarded, confirming if there are any information requirements which need to be submitted post-award, setting up an initial kick-off meeting to meet STFC’s team and begin taking the

6.3 Mobilisation Plan

necessary steps to take over the contract. This sets the scene for a positive ongoing relationship, with arrangements for reporting and communication confirmed. During mobilisation, our team will provide regular updates on progress, and immediately contact STFC should there be any issues. Thereafter, through regular contract management meetings with STFC, we'll maintain the positive relationship and focus on meeting the key performance indicators for the contract.

The team will establish an annual schedule within our MIS, JobLogic, and ensure our full understanding of contract KPI's and integrating these into JobLogic during contract mobilisation. This ensures that each time a job is logged, our team are alerted to the parameters within which the service must be delivered. This helps us deliver excellent customer service and meet contract targets.

A monthly RAG-rated dashboard report can be provided, aligned to KPIs, showing year-to-date and monthly performance, supported by asset data. Access to JobLogic can be provided for real-time service updates.

Contract Example: University of Central Lancashire

With UCLan, we have quarterly management reviews where our DCM and Service Director meeting with UCLan's Estates Management team. Quality Assurance and Health and Safety is embedded within KPIs and follows an agreed KPI reporting framework. We complete monthly joint site inspections. We meet all KPIs and received contract extensions, as well as successfully retendering in 2021.

Managing Contract Risks and Issues

Risks and issues are reviewed monthly in our Management Meetings, to ensure continuous improvement and actions tracked to resolution. All assets have our contact details labelled on them for ease of reference and as added value, QR-coding links assets to operations manuals, service reports and asset history.

Our Escalation Procedure, is as follows:

- The Engineer or DCM is the first port-of-call for day-to-day issues;
- The DCM is the first escalation point, for issues with performance, customer service, or contractual compliance; either the DCM or Service Team Leader will visit to investigate and resolve the issue.
- The Service Manager is available for further escalation, if needed, and will ensure all client issues are dealt with quickly and to their satisfaction.
- Our Service Director is available as further resolution, and Managing Director as a final resolution point, who will complete an independent review.

Natasha Cheary, our Service Director, maintains full oversight of all issues, through to completion.

For this contract, we'll keep a close eye on the following risks to mobilisation and delivery:

Risk	Mitigation
Delays with contract award impacting the one-month period to mobilisation, or other delays with individual actions.	We always build contingency time into our mobilisation plan and also individual plan actions to allow for any slippage in time across the whole plan.
It's not uncommon for us to experience handover issues from the incumbent including issues with the asset register and service history, or significant issues	We'll work with STFC to rectify any issues identified and our teams have expert knowledge of the full range of assets to be able to safely manage a whole host of issues.

6.3 Mobilisation Plan

with legal compliance of the assets.	
Immediate need to step into contract delivery for repairs/breakdowns before mobilisation is completion and prior to the contract start date.	We retain full flexibility to support STFC with any issues that arise, and as an SME and locally-based provider, we're able to meet any requirements at short notice.
Site access issues	Our team will work with STFC's Estates team to proactively manage the contract from the outset, ensuring no issues.
CAFM access issues and delays with training.	We utilise JobLogic as our CAFM system, and will therefore run a dual entry process throughout the contract, and can utilise all functions on JobLogic, as an interim measure. One of our first actions during mobilisation will be to arrange training and access to the CAFM, ensuring the Contract Coordination team are fully trained and that we have written operating instructions.
Staffing issues, absence or illness	Being locally-based, we have a number of Engineers who are able to deliver this service and support at short notice. We diarise contingency time in our planner so that we always have an available Engineer for emergency cover. The Service Team Leader will ensure that site procedures, map and access arrangements are documented on the contract's operations manual. We also take precautions post-pandemic to minimise the risks of infections and wide-spread absence.

Contract Example: Wirral Metropolitan Borough Council

Our partnership-working-approach and ability to build ongoing relationships, combined with outstanding customer service leads to contract extensions, renewals and recommendations. For example, with Wirral Council we've been working with them since 2006. *"ADC have been appointed as Wirral Council's Schedule of Rates contractor for over 10 years. Their knowledge and expertise are of the highest calibre with projects being completed in a professional, timely, competent, sensitive and highly efficient manner. It is imperative that a flexible approach is adopted to ensure the client's needs are addressed; ADC have embraced this requirement and proved to be excellent partners."* FOIA Section 40 Personal Regeneration & Place Services, Wirral Council

Contract Example: Royal Armouries Museum, Leeds:

On taking over this contract, we identified that several assets weren't compliant, and worked with the Estates Team to put remedial measures in place and confirmed the required specification to meet the updated standards. We successfully tendered and quoted for the replacement works and swiftly mobilised for the installations: *"ADC are refreshing to work with. As well as the maintenance of our roller shutters and automatic doors, they also give excellent legal, health and safety advice. Since the start of our contract with ADC, we have built up a great relationship with them, they just seem to go above and beyond in the service they provide... The team were great and mobilisation went as planned. The team on site are knowledgeable and look at other options if there are any problems. They are good at problem solving."* FOIA Section 40 Personal Information Royal Armouries Museum Estates

6.4 Skills and Expertise



The Automatic Door Company

ADC has been operating since 1997 and has the necessary skills and expertise which is essential to the successful delivery of this contract. We will have designated staff to deliver and oversee the full requirements and use our tried and tested contract management framework to manage and supervise the contract.

An organogram for the contract showing the management and supervision that would be allocated to this contract is shown in Appendix 6.4a. We will not be subcontracting any element of this contract, CVs for key members of the contract in Appendix 6.4b.

Staff Training and competency is key to ADC's success as an organisation and underpins our commitment to delivering a high-quality, compliant service. Over our 26 years of operation, we have fine-tuned our training procedures, and this involves:

- defining minimum levels of experience and training standards in the context of each role – this may include minimum qualifications such as a relevant NVQ.
- supporting staff through a programme of Continued Professional Development (CPD), empowering them to take ownership of their CPD and identify relevant opportunities to enhance their skills. We offer monthly 1-2-1s as coaching opportunities for staff to improve.
- managerial oversight of compliance with minimum standards via our staff training matrix, ensuring training is well-planned, monitored, maintained and recorded. (see Appendix 2.6)
- robust induction into the organisation, and when we implement new contracts.
- knowing the limits of our in-house training programme, and ensuring staff are trained by subject specialists, and that this training is of a high-standard.
- liaising with customers to understand bespoke needs, and ensure staff meet these.
- A dedicated onsite training room at our head office.

Levels of Qualifications, Training and Competence

For this contract, all staff are fully qualified and registered with the Automatic Door Suppliers Association (ADSA). ADSA ensures its member companies offer superior levels of safety for pedestrian automatic doors. Our team follow their industry code of practice which covers all safety aspects of automatic doors for pedestrian use, and are fully trained in BS 7036:1988, and its successor BS 16005, the code of practice for provision and installation of safety devices for automatic, power operated pedestrian door systems as required in this contract.

Engineers have at least 3 years' experience in the industry, and this includes the full range of manufacturers and asset types for this contract. To supplement this, we invite manufacturers into our dedicated training room at head office to train Engineers on their operators and products, and provide information on new innovations, technologies and upcoming developments. We also take part in pilot projects with manufacturers and our Engineers are involved in this and provide feedback to manufacturers.

Further to this, all Engineers undertake a schedule of mandatory health and safety training, which we manage via Human Focus. This includes the below, which must be completed every three years, apart from Asbestos Awareness which must be completed annually.

- Asbestos Awareness
- Abrasive Wheels
- Basic First Aid
- Working at Height
- Manual Handling
- Health and Safety in Industry
- Fire
- Ladder Safety

6.4 Skills and Expertise



The Automatic Door Company

Our Service Team Leader records staff qualifications and accreditations on a centralised training matrix which is reviewed monthly to ensure compliance with our standards. Human Focus also provides alerts when certification is due to expire.

We have a particularly substantial training programme for our engineers, which includes an average of half a day of training a month for our 'fully experienced' engineers and a detailed programme for the less-experienced and trainee engineers. We are one of the first companies involved with the new Auto-door Level 2 Apprenticeship, with South Staffordshire College in partnership with ADSA who have created a bespoke level 2 apprenticeship to provide the relevant health and safety, electrical and mechanical training the Powered pedestrian (automatic) door industry apprentices need. The Apprenticeship links industry-specific modules with core electro-technical modules.

Team Leaders hold IOSH Managing Safety, Supervisory qualifications and the same accreditations as engineers.

Using Knowledge and Expertise

Our team will use their knowledge and expertise to meet the requirements of the specification by understanding the technical requirements for service delivery and repairs. They'll also use their knowledge of manufacturer requirements to ensure that operational instructions and manufacturer specifications are adhered to and factored into the servicing schedule. Their knowledge and expertise also help to deliver an efficient service through our Engineers understanding the component parts of the assets and common issues. This helps prevent responsive call outs by Engineers taking proactive maintenance measures – for example replacing worn parts that Engineers have the expertise to identify will need replacing prior to the next service.

Engineers are mainly multi-skilled in servicing automatic-doors, industrial-doors, roller-shutters and gates/barriers. Their role-description includes following site-access requirements, proactive Health and Safety and Dynamic-Risk-Assessment, communicating works-status to clients and internally. Engineers are qualified in BS-EN16005 with relevant NVQs (e.g. in Specialist Installation Occupations – Door-System Repair; Servicing and Maintaining Door-Systems), valid accreditations (e.g. ADSA/PASMA/IPAF/DHF Industrial/Gates).

Our Contract Coordination team have a significant amount of experience to manage the administrative and invoicing requirements for the contract and ensure that all reporting requirements are met. They're well-versed in a range of CAFM systems and this enables them to pick up and quickly implement any new systems.

As a manufacturer of aluminium doors, our service Engineers have the unique opportunity to attend training with our Door Fabrication Team Leader and fully understand the construction of the doors. This often helps them to diagnose structural issues with the doors, as well as with the automation unit.

Making Appointment Decisions

For all roles, we carefully consider the requirements of the role and develop a person specification around this. These are divided into those which are essential to the role and those that are desirable. Aside from the qualification requirements which are outlined above, staff must have the following competencies, and we place a great deal of emphasis on behavioural elements which we can't train:

- ability and willingness to provide a high level of customer service
- a flexible mindset and willingness to go above and beyond for our customers

6.4 Skills and Expertise



The Automatic Door Company

- a commitment to delivering a quality service and quality assurance
- willingness to learn, share best practices and keep abreast of new developments in the industry
- ongoing commitment to continuous improvement and personal development (CPD)
- understanding and commitment to health and safety, sustainability and equality and diversity.

Decisions are made by panel including the Service Team Leader and Service Director. We also have succession planning in place through our Apprenticeship scheme, which provides training in NVQs through an Automatic Door Servicing Apprenticeship Framework, and we work with local colleges to identify suitable candidates from their Engineering disciplines.

We have no requirements to recruit for this contract, as we've the staffing in place to deliver the requirements. Where we do have a need to recruit, we use a variety of channels, including a specialist recruitment agency and are proactive in ensuring our processes are fully inclusive. For specialist roles such as Engineers, we use a trusted agency who has Engineering candidates on their books who have the calibre required. Where potential candidates meet most essential qualifications, we've provision in place to support them to meet our mandatory requirements (e.g. ADSA and BS16005 training) upon appointment, and follow a mentoring pathway with one of our Senior Engineers. We've a team of 25 Engineers at present, and our current turnover rate is 4.12%. Over the past five years we have seen our staff turnover rate reduce by 89%. This is due to a range of measures taken including:

- competitive rates of pay which are regularly reviewed
- introducing rewards and bonus packages
- improving our management structure to provide more support for staff
- providing progression pathways and development opportunities
- offering competitive pensions
- increased holiday entitlement of five days above the statutory entitlement, with long-service and performance up to an additional five days (ten days above the statutory entitlement)
- company vehicles for various staff roles, including regular vehicle upgrades (every three years with full comfort features)
- flexible working arrangements and staff have the option of finishing early on a Friday.

During Covid-19, our team maintained continuity of service due to our rapid response to the pandemic and ability to support our team.

We take a supportive approach to performance management, with our management and supervisory team holding regular 1-2-1s which are aimed at personal development rather than performance-based appraisals. We offer progression opportunities for staff, and encourage Continued Professional Development and training opportunities to support this progression.

As a family run business, staff are seen as and treated as the wider family, and this comes across when you visit our offices and through the social activities we encourage.

The staff we will appoint to this contract are as follows:

- **FOIA Section 40 Personal Information**
[REDACTED] will support the contract by ensuring that all customer needs are met and translated into operational processes. He will work with the operational team to ensure that all contract KPIs are met.
- **FOIA Section 40 Personal Information** – qualified to BS-EN16005, L2 NVQ in Specialist Installation Occupations – Door System Repair and in Servicing and Maintaining Door

6.4 Skills and Expertise



The Automatic Door Company

Systems, IOSH, SSSTS. **FOIA Section 40 Personal Information** by ensuring that standards in servicing and repairs are met, and health and safety requirements adhered to. He'll provide technical support and guidance to the team as required. **FOIA Section 40 Personal Information**

- **FOIA Section 40 Personal Information** – **FOIA Section 40 Personal Information**. Prior to this she worked in managerial and resource planning roles over the previous 14 years, including for automatic doors, before joining our team. When the role of Service Manager became available due to internal promotion and growth, **FOIA Section 40 Personal Information** detailed knowledge of administrative requirements for contracts, and her managerial experience. **FOIA Section 40 Personal Information** leads our office-based team of Coordinators and Administrators to support the delivery team with management information, diarising appointments and ensuring all contract reporting is established and distributed as required.
- **FOIA Section 40 Personal Information** will ensure the contract is planned and scheduled in advanced for the servicing in our Management Information System, JobLogic and also STFC's CAFM. She'll support by making sure service reports and any other required documentation is shared as appropriate, that invoicing is accurate and submitted as required, and coordinate any required quotations and follow-on works.

Cover for Planned and Unplanned Absence

We've a team of 25 Engineers based within a 4-hour travel to site radius, with the majority being based within 2 hours' travel time. For this contract, the assets will require one Engineer to complete the servicing, and we've designated four, with the Team Leader also available. To allow for coverage of any absences, we always have an Engineer diarised with available time for emergencies. We have minimal instances of unplanned absence and teams work in bubbles to avoid any spread of infectious diseases (e.g. Covid-19). Where necessary, our Team Leader is able to cover for the team, and we're able to rearrange non-urgent works to meet our commitments. Regarding office-based support, we've a team of Contract Coordinators who are able to pick up each other's workloads to ensure cover is in place, and for planned absence, they complete a handover and handback process. For unplanned absences, we've documented work instructions for each contract, lists of key contacts for customers, and JobLogic's reporting function highlights all planned and overdue works. We utilise a central email address for orders and responsive call-outs, and telephone number, which ensures things aren't sent to an individual whose email/phone isn't covered.

The Service Manager oversees delivery of all contracts, ensuring adequate resourcing, working in partnership with the Service Team Leader and Designated Contract Coordinator to forecast and manage any risks to delivery.

On site Supervision Arrangements

All Engineers allocated to this contract are experienced and fully competent to attend site unsupervised to complete routine works and servicing. For installations, a Project Lead will be appointed who will manage the overall project and supervise the Installation Engineers. Compliance is monitored on an ongoing basis through our Quality Management approach. This centres around our plan-do-review-improve model:

- setting standards,

6.4 Skills and Expertise

- communicating standards,
- a schedule of Quality Assurance (QA) activities and management review,
- change, improvement or new standards.

For QA, we've naturally occurring checks-and-balances embedded in each process, with checklists as aide-memoires. Managerial review triangulates evidence of the extent to which teams meet set standards, including observation (Site-Inspection-Visits completed by Managers, which for this contract will be a minimum of 10% as per the specification), review of external audits, customer feedback/comments/complaints, and data analysis (Service-level and KPI reports from our MIS, JobLogic and Health and Safety data).

A RAG-rated non-conformance process is linked to HR Performance Management processes, e.g. red-rated non-conformances or issues are where there's a risk of serious injury/consequences. Remedial measures are implemented immediately, with preventative and corrective action.

A lessons-learned log is maintained, and remedial plan with timebound actions, including communication and further monitoring as standard. All issues are reviewed by the Senior Management Team monthly, ensuring they're fully-tracked to mitigation/completion. We've several opportunities to identify areas for improvements, including annual compliance audit, regular Site-Inspection-Visits, random sampling of documentation, and critical-friend reviews. Our H&S Committee meets quarterly reviewing incidents, best-practices and feedback which leads to improvement.

This results in us consistently delivering projects without incident or near-miss.

Contract Example: Airbus UK Ltd:

For our work on the Airbus site, completing PPM and servicing for over 2 years, we have been audited approximately 10 times by the Safety Systems Team and have had zero Health and Safety violations over the period. Within the Free-Of-Debris areas our team understand the required protocols with emphasis on good housekeeping and keeping debris down to an absolute minimum. All Airbus Health and Safety policies are adhered to and factored into works, including some upcoming planned installation works. The Construction Phase Health and Safety Plan and RAMS, are specific to the works, and include, but isn't limited to all personnel wearing safety harnesses on scissor lifts at all times, both installation teams having a complete and in-date first aid kit with them at all times and hard copies of all RAMS, rescue at height plans and MEWP checklists and rescue plan available for the Safety Systems Team to review as and when required. Works have been scheduled to be carried out over a 2 week shutdown period, and our team are working with the site to ensure this goes ahead as planned.



The Automatic Door Company

6.5 Critical Spares

JPF Systems Ltd was established in 1997 to manufacture and install aluminium-doors, windows and curtain-walling. In 2002, The Automatic Door Company was created responding to customers' needs for servicing, PPM and responsive repairs for automatic doors, roller shutters, industrial doors, gates and barriers. We have an extensive warehouse based in Bromborough on the Wirral, 25 minutes from Daresbury, which is overseen by our Stores Manager.

Upon successful contract award, when completing the first service, our team will also complete a condition report and review the asset register in full detail. Once this has taken place, a detailed asset list would be gained and from this, our stores manager will purchase critical spares (for example the relevant batteries and safety sensors) or ensure that our main suppliers have next-day supplies of essential items such as motors and control-boards.

Our initial review of the supplied asset register indicates that as a number of assets are older than the manufacturer's recommended asset lifespan, it is highly likely that some older units, such as the Horton Swing Units, could be costly to replace items. Our best practice would be to upgrade the whole unit if there were a number of faults occurring. Until we've completed the full site review and verified the accuracy of the asset list, it is difficult to assess what critical spares and indeed spares would be required. In our experience, whilst an asset list may state that an operator is a particular brand, the components inside the device may be from other manufacturers and may have had retrofitting kits installed to extend the asset lifespan.

The first service and condition report will result in a list identifying worn or part worn parts, and recommendations as to whether a full replacement, parts replacement or retrofit kit is warranted. The condition of the full doorset will also be reviewed, especially the aluminium and framing, which over time becomes worn and due to movement impacts the operation of the asset.

During contract mobilisation, we will confirm the details on the asset register, review repairs and servicing histories and compile a preliminary supplies and materials/stock list with initial reorder quantities set, added to JobLogic's stock control module. This is tracked/monitored for compliance daily/weekly by the DCM and Stores Manager, and monthly by the Service Director. This will include identifying which assets are designated as critical assets. First-time-fix is achieved through Engineers carrying van stocks appropriate to the asset, and reviewing asset history prior to attending sites. As our head office is local to Daresbury, our stores delivery service can rapidly supply Engineers whilst on site.

Managing Spare Parts

We utilise JobLogic's stock control software which maintains a centralised and real-time inventory of all stock across all locations in the business. This includes stock held in our warehouse and Engineers' vehicles. To facilitate an efficient service, we arrange for some materials to be ordered directly to jobs whilst other items that get used regularly are ordered into stock and distributed to jobs from there. Each Engineer's van is effectively a stock location, and through JobLogic, our team are able to identify exactly which items are in stock which avoids both over and under ordering of materials. It also enables us to be accurate with job costing as items used from the Engineer's van are assigned and costed against each asset and contract. JobLogic stores a list of items held in stock, and the minimum hold quantity for each item, and there is the facility for each location to be audited to keep track of stock movements.

As mentioned, each of our fleet vehicles is created as a stock location with quantity and minimum holding quantity and minimum, maximum and reorder levels set for van stock items.

6.5 Critical Spares

Through the JobLogic Mobile App, engineers can select used parts from their van and JobLogic auto-deducts the items from stock, updating the records within the stock management software. Each stock record displays the total amount in stock along with a minimum holding amount. Purchase Orders can be easily raised to suppliers for items required in stock, and some suppliers can link via API Interfacing for automatic ordering when stock goes below a certain level.

Below is a list of our minimum van stock requirements for our autodoors contracts, which will be reviewed and updated as outlined above.

Van Stock – Minimum Requirements

Auto / Manual Doors

- Longscans 700mm Monitored
- SSR-3 Dual Activation and safety sensor (monitored)
- HR94D1-C1 Monitored
- HR50 – UNI
- Eagle One Radar
- 4 x 4 Push Pad (hardwired)
- 4 x 2 Architrave push pad (hardwired)
- Radio Transmitter (for use with remote push pads)
- Radio Receiver (for use with remote push pads)
- 2 Position key switches
- 3 Position key switches
- Egress Switch architrave size
- Egress Switch wall size
- Green breakglass (inc cover)
- Green mushroom press to exit button with collar
- Felt padded floor guides
- 6-28v AC/DC Relay
- 9v Batteries
- 12v 1.2amp battery backups
- 12v 0.8 amp backups
- Medium Hold open closer
- Medium No hold open closer
- Short side load top arm
- Standard side load top arm
- End load top arm
- Axim Retractable top centre
- Heavy duty bottom pivot
- Axim end loading bottom pivot
- Axim LK1800 Hooklock (25mm backset)
- Eurocylinder 60mm key key (keyed to differ)
- Eurocylinder 60mm thumbturn (keyed to differ)
- Alpro Electric strike 12v/24v
- Round Mortice cylinder

6.6 Environmental Management



The Automatic Door Company

ADC are in the process of attaining ISO:14001 accreditation to formalise our Environmental Management System (EMS). Environmental sustainability is threaded through all business activities as we work towards Net Zero by 2050. It is difficult for a contract of this nature to deliver a net positive impact, however, we will bring sustainability to this contract through the following actions. Where STFC wishes to see a net positive contribution, this is likely to be attained through off-setting activities, such as supporting environmental projects.

Purchasing products and materials responsibly and ethically sourced, as per the Ethical Trading Initiative (ETI)

We maintain a pre-approved list of suppliers and products that we confirm meet required standards and have relevant certification wherever possible. Within our office, we seek to minimise single-use-plastics, encouraging staff to bring refillable water-bottles, procuring products from recycled and recyclable materials wherever possible. In sourcing materials and products we maintain a red list where we will not use materials that contain e.g. asbestos and CFCs, and grey list where we will avoid materials that are non-recyclable wherever possible (i.e. red = do not use; grey = avoid where possible; green = approved for use). We will also utilise eco-labelling when it comes to packaging and product sourcing across all procurement including office supplies.

Effectively managing and mitigating environmental impacts.

Measures we've implemented include monitoring energy usage at our head office, implementing energy-saving initiatives (e.g. installing LED-lighting to reduce our energy-usage by approximately 80%), switching-off lights when rooms are empty, setting printers/computers set to energy-efficient sleep modes, and implementing a print-management system, MyQ, which provides reports on usage and enables improved scanning functionality to support our paperless office objective.

Continually improving environmental performance from Lessons Learned

As a whole organisation we continue to learn ways that we can reduce our impact. We are currently implementing the Impact portal which is aligned to the national TOMS. We are members of the School of Sustainability to improve our environmental performance - a facility that offers many training courses to help us develop a better understanding of sustainability, and continuously suggests new ideas and ways to improve which we can implement within our organisation. We are in the process of moving from a Corporate Social Responsibility approach to an Environmental, Social and Governance approach, and are working with both Impact and John Moores University to develop science-based targets. This contract will be included in this.

Identifying opportunities and implementing actions to reduce carbon and fuel.

Our current targets are to phasing out diesel/petrol fleet by 2027, and we've moved fleet to EVs and installed EV charging points at our head office. We're committed to ongoing monitoring of our energy usage and will set appropriate targets for 2023 after resuming normal practice post-lockdown, being able to establish a complete baseline year. We reduce our carbon footprint by monitoring speeds/mileage of all company vehicles using Ram-tracker, a GPS system. We use this to plan works, ensuring the least amount of travel is incurred. We are currently reviewing our company mileage and will set contract-specific targets to reduce this. Other opportunities which we will implement include training all field-based staff in eco-driving techniques, and encouraging staff to personally move to electric vehicles.

Submit suggestions for more sustainable alternatives on a whole life cost basis.

Our delivery team keep abreast of technological developments and through our strong supplier relationships, have gained knowledge of sustainable alternatives which would deliver whole life cost benefits. Engineers make asset-by-asset recommendations regarding parts and replacements which would lead to operational improvements and efficiencies, and long-term savings (e.g. replacing a part-worn component immediately, rather than waiting for it to fail and impact other areas). An example is also to introduce technologies to support Building Energy Management such as with Record products, utilising their U-Value calculator to monitor and reduce unwanted heat transmission.

72-06 Swing I

6 Monthly 1

6 Monthly 2

6 Monthly 3

6 Monthly 4

6 Monthly 5

6 Monthly 6

6 Monthly 7

6 Monthly 8

6 Monthly 9

6 Monthly 10

6 Monthly 11

6 Monthly 12

12 Monthly 13

12 Monthly 14

Doors

Operation - general

- 1) Check to confirm that the swing door is working correctly and find out if there have been any previous problems with the door or its operation.
- 2) Check the physical condition of the equipment.
- 3) The engineer should ensure the door operator is isolated when necessary for safe working practice.

Motor/Drive Unit

- 1) Check all wiring including mains leads and terminal connections for signs of overheating and physical damage of insulation (tighten connections where necessary).
- 2) Check main electrical isolator for condition and operation.
- 3) Check security of all fixings.
- 4) Check couplings for signs of wear and excessive noise.
- 5) Check electrical integrity.

OPB (if applicable)

- 1) Check rev counter and belts for sign of wear or damage.
- 2) Check spring for signs of stress.

Hydraulic Units

- 1) Check for any oil leaks.
- 2) Check and top-up oil levels.

Switches

- 1) Check settings of limit switches.
- 2) Check switches for correct operation, damage or wear.

Track

- 1) Check track is securely fixed to wall.
- 2) Clean all components within cover.

Arm System

- 1) Check security of arm system.
- 2) Check arm is set correctly.
- 3) Check all bushes for signs of wear.

Pivot

- 1) Check for signs of wear.
- 2) If required replace the pivot or report to client.

Doors

- 1) Report any damage to client.

Electrical - 6 Monthly

- 1) Check all electrical connections.
- 2) Check fuse sizes.
- 3) Check speeds and all functions are correct and set up to customer and British Standard requirements.
- 4) Check operation and ranges of all impulse devices.

Safety Devices and Safety Test

- 1) Check the occupier safety tests on powered swing and balanced doors.
- 2) It is the person/organisation responsible for the operation and maintenance of the doors who should consider each individual installation and adopt a safety test procedure that is suitable for that installation.

Operational Test

- 1) Carry out a full operational test on the swing door.
- 2) Check all safety devices for correct operation.
- 3) Operate emergency stop buttons.
- 4) Check the doors for noise.
- 5) Check for illumination of any operating lamps.

Full Report

- 1) Submit a full report detailing work carried out and BS 7036/BS EN 16005 checklist indicating door

Electrical - 12 Monthly

- 1) Carry out earth continuity test in accordance with the current edition of the IET wiring regulations.
- 2) Carry out insulation resistance test in accordance with the current edition of the IET wiring

Date of service commencement (start of contract unless sepcified)

Building Code

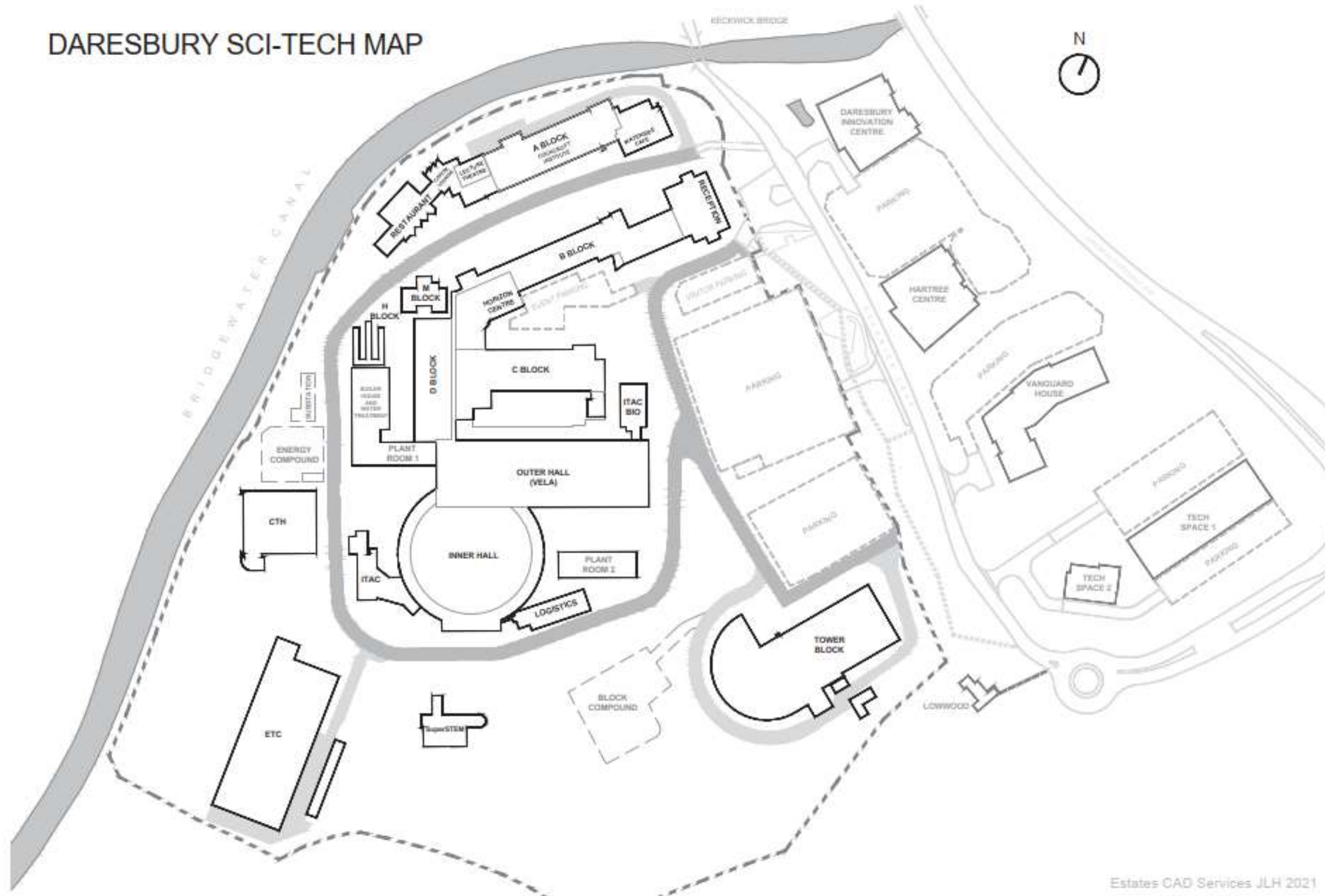
	A Block
	A Block
	E Block
	E Block
	B Block
	Hartree
	I TAC BIO
	I TAC BIO
	L Block
	B Block
	B Block
	I TAC BIO
	Hartree
	A Block
	A Block
	A Block
	B Block
	B Block
	B Block
	Tower Block
	A Block
	A Block
	CTH
	CTH
	S Block
	Visitor centre
	A Block
	B Block

Location	Code
Kitchen corridor	STFC 30515
Merrison lecture theatre inner	STFC 30106
E Block CTH ground floor entrance inner	STFC 32536
E Block CTH ground floor exit inner	STFC 32539
Reception foyer inner	STFC 31007
Hartree ctr pass door	
I TAC BIO inner entrance	STFC 33144
I TAC BIO exit	STFC 33147
Logistics	STFC 32787
B block corridor opposite restaraunt	
B block foyer opposite cafe	STFC 30729
I TAC BIO entrance	
2/DL/Hartree (Building 2)/Ground Floor/Atrium	STFC 33828
2/DL/A Block (Cockcroft Institute Building)/ Merrison Theatre outer	STFC 30107
2/DL/A Block (Cockcroft Institute Building)/Ground Floor/Foyer-Near Lift	STFC 30552
2/DL/A Block (Cockcroft Institute Building)/Ground Floor/A61-Near Water Side Cafe (Seated Area)	STFC 30359
2/DL/B Block/Ground Floor main foyer	STFC 30649
2/DL/B Block/Ground Floor foyer rear	
2/DL/Reception/Ground Floor/Foyer outer	STFC 31002
2/DL/Tower Block/Ground Floor	STFC 34003
2/DL/A Block (Cockcroft Institute Building)/Ground Floor/Foyer-Near Walton Room	STFC 30530
2/DL/A Block (Cockcroft Institute Building)/Ground Floor/A61A-Water Side Cafe	
2/DL/E Block CTH (The Campus Technology Hub)/ entrance outer	STFC 32621
2/DL/E Block CTH (The Campus Technology Hub)/Ground floor exit outer	STFC 32622
2/DL/S Block (Engineering Technology Centre)/Ground Floor/Foyer	
2/DL/Amenity/ Visitor centre	STFC 30682
2/DL/A Block (Cockcroft Institute Building)/Ground Floor/Corridor-Restaurant-Foyer	STFC 30140
2/DL/Reception/Ground Floor/RB8-Security Area	STFC 31019

Component Code	Description	Manufacturer	Model
	Auto Swing Door Single	Horton	
	Auto Swing Door Pair	Tormax	
	Auto Swing Door Pair	No Detail Available	
	Auto Swing Door Pair	No Detail Available	
	Auto Sliding Door	Horton	
	Auto Swing Door Single		
	Auto Swing Door Pair	Record	
	Auto Swing Door Pair	Record	
	Auto Swing Door Pair	Axis	
	Auto Swing Door Pair		
	Auto Sliding Door	Horton	
	Auto Swing Door Pair		
	Auto Revolving Door	Besam	
	Auto Sliding Door	Tormax	
	Auto Sliding Door	Horton	
	Auto Swing Door Pair	Horton	
	Auto Sliding Door	Horton	
	Auto Sliding Door		
	Auto Sliding Door	Horton	
	Auto Sliding Door	Horton Automatics	
	Auto Swing Door Pair	Horton	
	Auto Sliding Door		
	Auto Swing Door Pair	No Detail Available	
	Auto Swing Door Pair	No Detail Available	
	Auto Swing Door Pair		
	Auto Swing Door Pair	Horton	
	Auto Swing Door Single	Horton	
	Auto Swing Door Single	Horton	

Serial Number	Year Installed	SFG20 Code
	2009	72-06
	2009	72-06
	2014	72-06
	2014	72-06
	2012	72-05
		72-06
	2015	72-06
	2015	72-06
	2012	72-06
		72-06
	2013	72-05
		72-06
	2014	72-03
	2009	72-05
	2009	72-05
	2015	72-06
	2013	72-05
		72-05
	2012	72-05
	2010	72-05
	2009	72-06
		72-05
	2014	72-06
	2014	72-06
		72-06
	2013	72-06
	2009	72-06
	2012	72-06

DARESBURY SCI-TECH MAP





Safety, Health and Environmental Essentials for Contractors Working at Daresbury Laboratory



Contents

	Page
Introduction	3
Before Work Starts	4
Fire Safety	5
Site Emergencies	7
Accidents and Injuries	8
Asbestos	9
Confined Spaces	10
General Safety	11
Ionising Radiation	15
Restricted Areas	16
Safety Signs	17
Tools and Equipment	18
Vehicles on Site	20
Waste and Pollution	22
Work on Site Utilities	23
Key Contacts	24

Introduction

This booklet applies to all contractors who carry out work on STFC's Daresbury Laboratory (DL) site. The extent of its application will depend on the nature of the contracted work.

These requirements form part of STFC's safety, health and environment management arrangements, which all contractors are required to adhere to whilst working at DL.

They are in addition to the general requirement for contractors to comply with all applicable safety, health and environmental (SHE) legislation and STFC SHE codes.

a) Contract Supervising Officer (CSO).

The CSO is the STFC representative responsible for the day-to-day management of the contract and for ensuring that the contracted works are carried out on site in accordance with contract conditions and with agreed controls for shared risks. The CSO may be any competent person employed by, or acting on behalf of STFC.

See SHE Code 16 - <http://www.she.stfc.ac.uk/SHE/Codes/21002.aspx>

b) Sub-Contractors

Contractors are responsible for ensuring that all sub-contractors they employ on site comply with their relevant legal and contractual duties, STFC SHE codes and the additional requirements contained in this document.

Sub-contractors may not further subcontract out any part of their work on site without prior agreement between the CSO and main (principal) contractor.

c) Construction Work

All work on site which is classified as "*construction work*" under the Construction (Design and Management) Regulations 2015 is subject to STFC's separate management arrangements for such work.

See SHE Code 13 - <http://www.she.stfc.ac.uk/SHE/codes/20858.aspx>

This booklet contains general requirements applicable to all contractors working at DL. It **does not** provide the specific duties and requirements that apply to construction-related contractors.

1 Before Work Starts

The scope of the work should be clearly defined in advance along with the main SHE implications. Any doubts or uncertainties should be clarified with the CSO.

Contractors must ensure that they have a valid risk assessment for the work they are going to do. This must be reviewed and agreed with the CSO **before work starts** to ensure that it adequately covers:

- ❖ the health and safety risks of the contracted work to STFC staff, visitors and other third parties on site;
- ❖ the health and safety risks to contractors from STFC's operations and any contractual or other constraints imposed by STFC;
- ❖ the measures needed to control the identified risks (including any safe systems of work, method statements, permits/authorisations etc.);
- ❖ the arrangements for checking the control measures are working in practice; and
- ❖ the process for identifying, evaluating and controlling other risks that arise during the works, for example environmental risks.

All contracted and sub-contracted personnel must have an appropriate DL site induction before they are permitted to work on site.

Where less than 5 contractors' personnel are employed to carry out a package of work, this induction may be given on the start of work to all contractors' personnel employed.

Security and General Site Access

On the first day all contractors and sub-contractors must report to Security at the Reception Building who will arrange site access with the CSO, including security passes.

Security passes must be worn visibly at all times when on site.



To contact DL Security (general enquiries) call x3277/3511 from any site phone or 01925 603277 from a mobile.

2 Fire Safety

Contractors are responsible for taking all necessary precautions to prevent any risk of fire or explosion associated with their work. This includes the storage, use and disposal of flammable materials and ensuring ignition sources are eliminated or properly controlled.

Where contractors are unable to put adequate precautions in place they must not proceed with the work until they have agreed a way forward with their CSO, and as appropriate the DL Fire Safety Adviser.

All hot work undertaken by contractors has to be carried out in accordance with an electronic permit-to-work, which is issued by a STFC Hot Work Permit Issuer. No hot work may be carried out on site without this authorisation.

Contractors must not adjust, disable, tamper, remove, block or interfere in any other way with any physical fire safety systems; for example call points, fire doors, smoke detectors etc.

**PREVENT
FALSE ALARMS!**

**REMEMBER
SMOKE TRAVELS!**

All work that could affect the physical fire safety systems or the emergency evacuation of building occupants must be agreed in advance with the CSO, so that appropriate temporary measures are taken. This includes any works which:

- are likely to produce heat, dust or fumes;
- will restrict or block fire escape routes and exits;
- require the wedging open of fire doors;
- involve breaking a building's fire compartmentation; or
- affect the operation of the fire detection and alarm systems.

Contractors are responsible for ensuring that their works do not generate false fire alarms. The temporary disablement of automatic fire detectors must be arranged in advance through the DL Estates Helpdesk. Fire detectors must not be capped or covered without having the detection system isolated.

Fire hydrants must not be used as a water supply unless they have written permission from the DL Fire Safety Adviser.
If you enter a building and notice a flashing light but no alarm sounding please exit the building immediately as the alarm is active.

Please note site fire alarms are tested every Wednesday between 09:30 and 12:00.



If you discover a fire:



Operate the nearest manual call point and alert colleagues - shout "Fire! Fire!"



Call Security on x3333 (01925 603333 from a mobile) giving location and type of fire



Fight the fire with the correct type of extinguisher only **if trained and it is safe to do so**



Leave the building by the nearest available exit



Go to the nearest muster point and inform Building Warden of location of the fire

If you hear the fire alarm:



Leave the building by the nearest available exit



Go to the muster point

3 Site Emergencies

A site emergency is any situation which could potentially harm people across the site, for example an external toxic cloud emergency, requiring site occupants to stay inside buildings.

General Evacuation Alarm

In the event of a general evacuation alarm leave equipment safe before exiting the building and proceed to the nearest Muster Point.

In the event of an external incident an announcement will be made over the Site personal address system.

Listen carefully for instructions which may include staying within the building and keeping doors and windows closed while also keeping away from automatic doors.

4 Accidents and Injuries

First Aid

Minor Injuries

- Contact the local DL first aider (see first aid poster); or
- Call Security on x 3277/3511 for advice.

The details of DL first aiders are posted by first aid boxes in all buildings and are on STFC's **intranet** site. You can also ask any member of STFC staff to help you locate a first aider.

Serious Injuries or Medical Emergencies

- Call Security on x3333 (01925 603333 from a mobile). They will provide immediate assistance, including calling for an ambulance if one is required;
- Tell Security if an ambulance has already been called from the scene, so they can be ready for its arrival; and
- Do what you can to make the casualty safe until help arrives, without putting yourself at risk.

Accident Reporting

Contractors must ensure that all injuries or near misses they have on site, however minor, are reported without delay to STFC through their CSO. In some circumstances the CSO may arrange for the contractor to submit reports directly via STFC's online incident reporting system.

In all cases contractors retain responsibility for fulfilling their legal duties under the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). **STFC will not submit RIDDOR reports on their behalf.**

For details about RIDDOR see: <http://www.hse.gov.uk/riddor/>

5 Asbestos

Most of the buildings on the DL site contain asbestos. Due to the age of the estate this was typically used in building materials, lagging and sprayed coatings. It was also used in the thermal insulation for some scientific equipment.

DL has a site asbestos register, which contains records of the asbestos known to be present in the buildings, plant and equipment along with historical records of asbestos removed from the site.

Despite an extensive site asbestos register it is not possible to know where all asbestos is located. Consequently all work on site that is likely to disturb or damage asbestos-containing materials is strictly managed on the presumption of the presence of asbestos until it can be confirmed otherwise. This is done by means of an asbestos refurbishment and demolition survey carried out by an independent assessor.

Contractors must ensure they consider the risk of damaging or disturbing asbestos containing materials into their risk assessments and discuss the risk assessment with their CSO, who will consult with DL Estates.

Only contractors authorised by DL's Estates Department are permitted to carry out work involving asbestos-containing materials.

All other contractors must not proceed with any work which might result in the release of asbestos fibres.

Any contractor, who unintentionally damages, disturbs or suspects the presence of unknown asbestos containing materials must:

- immediately stop work;
- evacuate the area;
- contact their CSO; and
- prevent other people from entering the area until their CSO and/or member of the DL Estates team arrives to evaluate the situation.



6 Confined Spaces

Work in confined spaces must be avoided wherever possible.

Where this is not possible the contractor must carry out a specific risk assessment and develop a safe system of work, which includes emergency procedures. These must be agreed with the CSO and/or local DL Supervisor for the area.

Before work in a confined space can commence the contractor **must obtain** a confined space permit-to-work from a DL authorised permit issuer.



7 General Safety

Local Hazard Information

You will find a yellow bordered A3 hazard warning poster at the entrance to workshops, laboratories and similar areas.

These posters summarise the main hazards in the room/area and the contact details of the key people responsible for the area.

Contractors must liaise with the people responsible for these areas before undertaking any work in them. This is to ensure that all work is properly coordinated and the necessary precautions are taken.

Hazard	Risk	Control Measures	Responsible Person
Electrical	High	Isolate and lock off the electrical equipment	See schedule in details of work
Electrical	Medium	Check before to enter the area	Check before to enter the area
Electrical	Medium	Check before to enter the area	Check before to enter the area
Electrical	Medium	Check before to enter the area	Check before to enter the area
Electrical	Medium	Check before to enter the area	Check before to enter the area
Electrical	Medium	Check before to enter the area	Check before to enter the area

Personal Protective Equipment (PPE)

Contractors must provide, use and store safely the correct PPE for the work they are undertaking on site, e.g. ear defenders, eye protection, hard hats, safety boots, Hi-vis clothing, gloves etc.

STFC will provide any specialist items of PPE needed for the location where the contractor is working, e.g. lab coats. This must be organised in advance through the CSO.



Safety helmet must be worn



Safety boots must be worn



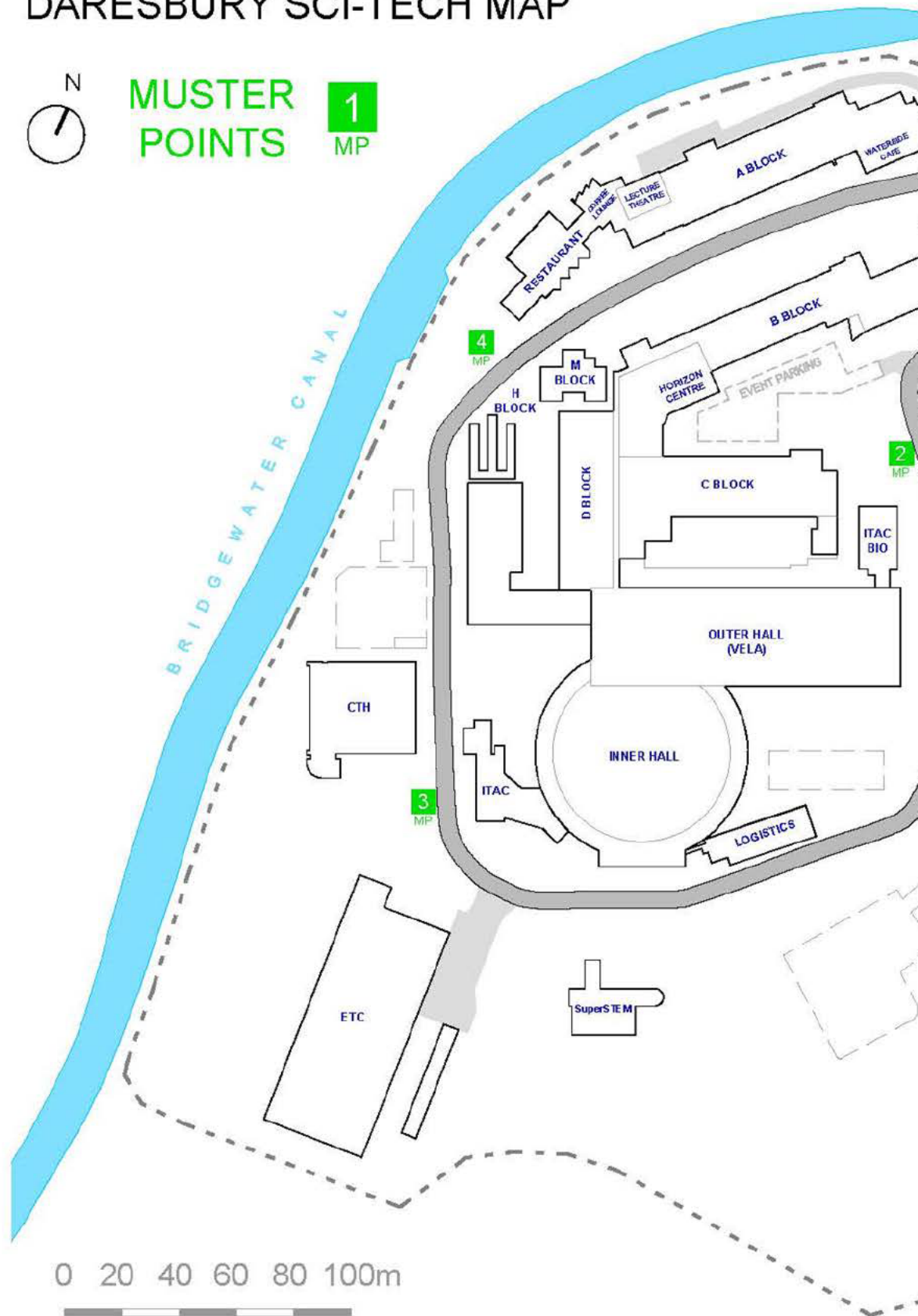
Eye protection must be worn

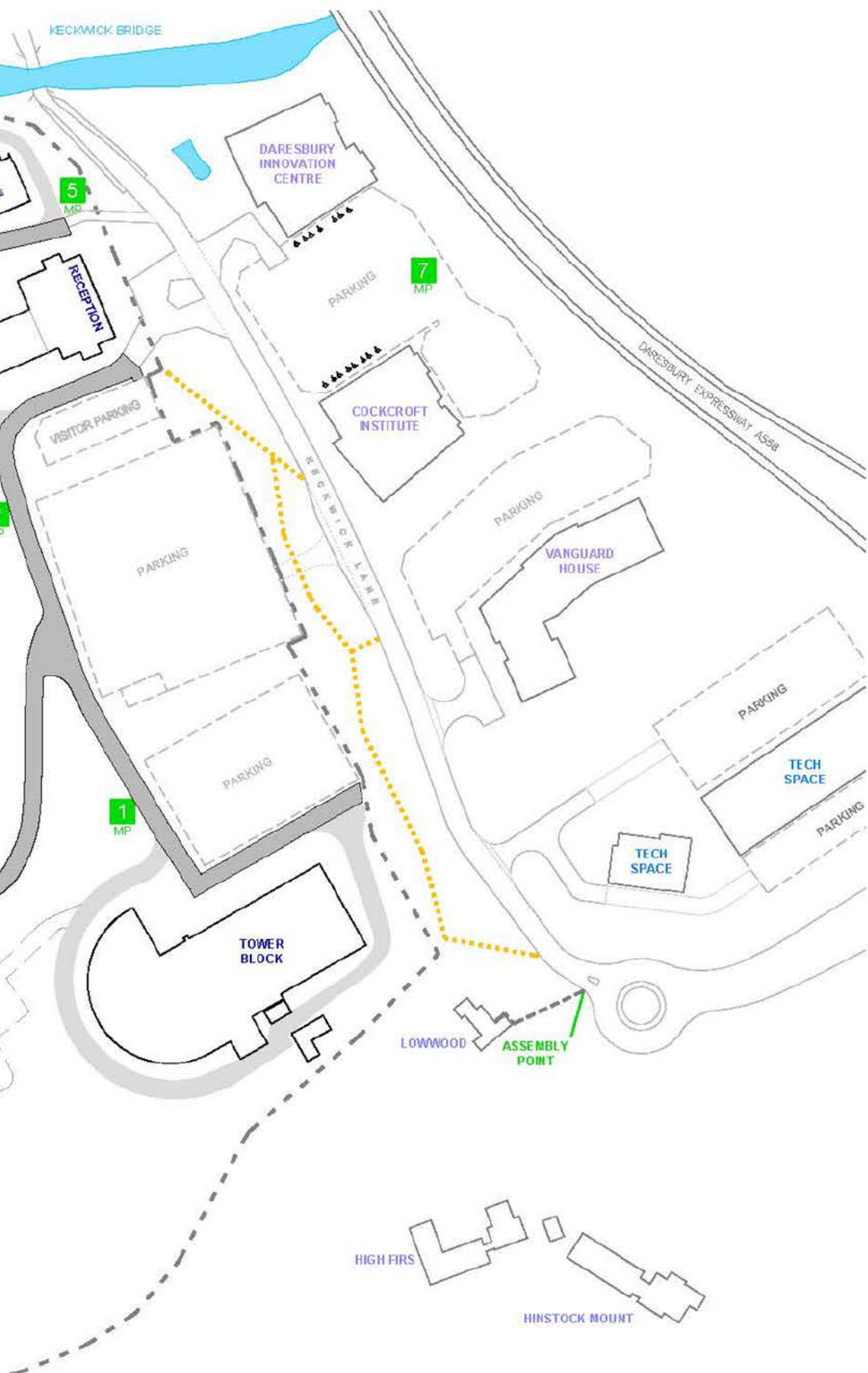
DARESBUURY SCI-TECH MAP



MUSTER
POINTS

1
MP





Estates CAD Services JLH 2016

Lone Working

Where relevant, contractors must consider lone working risk as part of their risk assessments and take appropriate precautions.

This includes complying with any relevant STFC local procedures and prohibitions on lone working that may apply.

Housekeeping

Contractors must ensure that all materials, substances and equipment are stored safely, securely and tidily on site in areas/locations agreed by their CSO.

Contractors must ensure that their work does not pose a slip or trip risk to building occupants, prevent or restrict access to fire doors or block escape routes for building occupants.

Contractors must be mindful of the impact their work has on building occupants; for example noise, fumes, dust, vibrations etc. The impacts and possible mitigation measures must be discussed with their CSO prior to work commencing so that building occupants can be advised.

Smoking and Vaping



Smoking and vaping is not permitted inside any STFC building or within 5m of any building. All cigarettes must be extinguished properly and disposed of in the bins provided.



8 Ionising Radiation



Certain areas of the laboratory are designated as controlled or supervised areas as defined in the Ionising Radiations Regulations, 1999, because of the presence of ionising radiation and/or radioactive substances. If any of these hazards exist in the proposed work areas, contractors will be made aware beforehand.

The CSO will also provide you with a copy of "Notes for Contractors Required Working in Designated Radiation and/or Contamination Controlled Areas at the STFC Daresbury Laboratory", which will provide some further details.



Contractors wishing to bring any ionising radiation hazards onto the DL site or to work with such hazards at the site **MUST** discuss this with their CSO and consult initially with the DL Health Physics Group

Contact details for the DL site Health Physics:

Tel: 01925 603554/ 07827896856

Tel: 01235 445594/ 07500953812

Email: [FOIA Section 40 Personal Information](#)



9 Restricted Areas

Due to the nature of the science undertaken at DL there are many areas on site where there are strict access controls due to the safety hazards present, these are frequently invisible hazards, for example:

- ❖ ionising radiation;
- ❖ hazardous chemical substances;
- ❖ electromagnetic fields;
- ❖ high power lasers;
- ❖ oxygen depleted atmospheres; or
- ❖ strong static and varying magnetic fields;



No access for
unauthorised persons

Restricted areas include certain laboratories, workshops, plant rooms, roofs and experimental facilities. They can normally be identified by safety warning safety signs at the entrance points to these areas.

Contractors may not enter restricted access areas without prior approval / authorisation from the CSO and/or the local STFC supervisor for the area. This may include having to attend a specific induction briefing for the area.

Once access has been authorised contractors must abide by all the local safety rules for the area at all times.

10 Safety Signs

Contractors must know and understand the meaning of safety signs provided in accordance with the Health and Safety (Safety Signs and Signals) Regulations 1996.

For more details about these regulations see: www.hse.gov.uk

Due to the nature of STFC's work contractors will encounter some of the less common hazard warning signs on site, such as the following:



**Corrosive
Material**



**Oxidant
Material**



**Explosive
Material**



**Toxic
Material**



**Flammable
Material**



**Low
Temperature
or Cryogenic
material**



**Radioactive
Material**



**Non-ionising
Radiation**



**Laser
Beam**



**Strong
Magnetic
Field**



**Biological
Risk**

11 Tools and Equipment

Contractors may not borrow or use STFC tools and equipment unless they are explicitly permitted to do so under their contract or have written approval from their CSO.

Portable Electric Hand Tools and Other Equipment

Contractors must ensure that all portable electrical equipment they bring on site has been suitably inspected and PAT tested and be able to evidence this to their CSO.

Portable electric hand tools must be battery powered or reduced voltage (110v CTE).

Ladders and Stepladders



All ladders and stepladders must be UK Class 1 (industrial) or EN131 and have been suitably inspected and be able to evidence this to their CSO.



Lifting Equipment

Contractors must ensure that all lifting equipment and lifting accessories they bring on site has been suitably maintained, and be able to evidence current statutory inspection records for the equipment to their CSO.



Mobile Elevated Work Platforms (MEWPs)

The use of MEWPs must be agreed / authorised by the CSO in advance. Before the MEWP is used on site contractors must have provided the CSO with:

- copies of the latest inspection and thorough examination records for the MEWP;
- a copy of the training certificate, card or "licence" for each MEWP Operator, confirming they are trained in that type of MEWP; and.
- evidence that the MEWP operator(s) have had familiarisation training on the controls and operation of the particular make and model of MEWP.

Pressure Systems

Contractors must ensure that all positive and negative pressure equipment they bring on site has been suitably maintained, and be able to evidence current statutory inspection records for the equipment to their CSO.



12 Vehicles on Site

General

Site roads are subject to all the standards contained in the Highway Code. All vehicles brought on site must be well maintained to prevent leakage of fuel/oils into the surface water drains.

The site maximum speed limit is 15mph. The site contains speed warning signs and site security undertake regular speed camera monitoring campaigns.



The use of mobile phones or mobile communication devices, including hands free kits, is not permitted whilst driving on site.

Vehicles must only be parked in designated areas, unless the CSO or security has authorised parking elsewhere. A valid site parking permit must be clearly displayed in the windscreen of the vehicle, where required.

All vehicle-related collisions on site must be reported immediately to your CSO and Security on ext. 3277/3511.

Vehicle engines must be switched off when the vehicle is stationary. They must not be left running, even for short periods.

Driving without due care and attention, speeding and/or unauthorised parking may result in drivers being banned from driving on site.

Reversing

The reversing of large vehicles and mobile plant on site should be avoided as far as possible. Where it can't be avoided the contractor must use a trained 'Banksman' to guide the driver and keep the reversing area clear of pedestrians and other vehicles.



Loading and Unloading

Contractors are responsible for ensuring the loading and unloading of their vehicles is carried out safely and without risks to people in the vicinity, including the use of Fork Lift Trucks (FLT). This includes deliveries and collections under their control.

Arrangements for receiving / dispatching large loads must be agreed in advance with the CSO and as appropriate site logistics via the Estates Helpdesk. This includes arranging any special parking that may be required.

During such operations clear access for emergency service vehicles must be maintained at all times.



13 Waste and Pollution

Contractors and their sub-contractors must agree in advance the management and disposal of all wastes arising from their work at DL with their CSO. This includes the use of any DL site waste disposal streams.

The DL site drains into the Bridgewater Canal. All uncontained liquid spills on unmade land or site roads must be contained to prevent discharge into site drains. Spillages of this nature must also be reported immediately to your CSO and the DL Estates Helpdesk.

DL Drain Markings



Surface Water



Foul Drain





14 Work on Site Utilities

Electricity

Only suitably qualified and authorised electricians are permitted to undertake work on STFC's electrical systems and equipment. No other contractors may undertake such work.

The isolation of any electrical supply must be approved in advance by DL Estates for the site electrical supply infrastructure and mains systems, and the relevant Department electrical engineers for experimental electrical systems. Any isolation will require a permit-to-work.

Working near live exposed (accessible) conductors must be avoided wherever possible. Live working is prohibited but may be allowed in exceptional circumstances, with approval by the relevant DL authorising electrical engineer.

Water

Only suitably qualified and authorised engineers are permitted to isolate and undertake work on the DL site mains water supply network under the direction of DL Estates and the Legionella Responsible Officer.

The use of site water as part of works onsite must be approved by your CSO. Suitable measures must also be taken to minimise water use/wastage and ensure site drainage systems are not contaminated.

Gas

Only suitably qualified and authorised engineers are permitted to isolate and undertake work on the DL site mains gas supply network under the direction of DL Estates. A permit-to-work is also required.

15 Key Contacts

Your Contract Supervising Officer (CSO)

CSO Name	
CSO Location	
CSO Contact number/details	
CSO Deputy (name and contact information)	

Other Key Contacts

DL Site Security (24/7 Emergency number)	Dial 3333 from any site landline; or Call 01925 603333 from a mobile phone
DL Site Security (General Enquiries)	Dial 3277/3511 from any site landline; or Call 01925 60 3277/3511 from a mobile phone
DL Estates helpdesk	email: estate.services@stfc.ac.uk
DL Radiation Protection Officer	Tel: 01925 603554 or 01235 445594 Email: FOIA Section 40 Personal Information
DL Safety, Health and Environment Group	Tel: 01925 603874 email: FOIA Section 40 Personal Information
DL Fire Safety Advisor	Tel: 01925 603874 email: FOIA Section 40 Personal Information
DL Site address	Science and Technology Facilities Council, Sci-Tech Daresbury, Daresbury Laboratory, Keckwick Lane, Daresbury, WA4 4AD. General Enquiries: 01925 603000

Open Actions

No	Added	Project / Item	Details	Owner	Support	Target	Status	Comments / Update

Open Actions

No	Added	Project / Item	Details	Owner	Support	Target	Status	Comments / Update

Total current items

% overdue

KEY

	not started
	open
	closed
	overdue

KPI Example

Month 1

KPI number	KPI	weighting	Value at risk 5% of total payment application	Target which triggers SC Below
1	PPM	30.00	£375	84.99%
2	Reactive call out	30.00	£375	79.99%
6	Documentation	30.00	£375	84.99%
7	Site Familiarisation	10.00	£125	3
Total		100.00		
		5% service credit	£1,250	
		Total monthly payment application	£25,000	

Month 2

KPI number	KPI	weighting	Value at risk 5% of total payment application	Target which triggers SC Below
1	PPM	30.00	£300	84.99%
2	Reactive call out	30.00	£300	79.99%
6	Documentation	30.00	£300	84.99%
7	Site Familiarisation	10.00	£100	3
Total		100.00		
		5% service credit	£1,000	
		Total monthly payment application	£20,000	

Month 3

KPI number	KPI	weighting	Value at risk 5% of total payment application	Target which triggers SC Below
1	PPM	30.00	£345	84.99%
2	Reactive call out	30.00	£345	79.99%
6	Documentation	30.00	£345	84.99%
7	Site Familiarisation	10.00	£115	3
Total		100.00		
		5% service credit	£1,150	
		Total monthly payment application	£23,000	

TOTAL

**The Supplier would still need to produce a chart to evidence the KPI score, this is
Supplier to complete grey cells only**

Achieved	Pass/ Fail	Service Credit
87%	Pass	£0
78%	Fail	£375
78%	Fail	£375
2	Pass	£0
		£750

Achieved	Pass/ Fail	Service Credit
70%	Fail	£300
78%	Fail	£300
78%	Fail	£300
3	Fail	£100
		£1,000

Achieved	Pass/ Fail	Service Credit
92%	Pass	£0
78%	Fail	£345
78%	Fail	£345
2	Pass	£0
		£690

SC due for quarter **£2,440**



STFC Estates Monthly / Quarterly Supplier Performance Meeting Agenda

Supplier attendees (minimum suggested and *contract dependant)

- Contract Manager
- Operations (site) Manager
- Safety lead

STFC attendees:

- Service Manager (Chair)
- *Finance Lead
- *Commercial Lead
- *Estates Operations Admin Support (when in attendance will issue minutes, if not this will alternate between STFC and Supplier)

Guests- as relevant

Notes-

Supplier Performance Report- **key highlights only**

- To be distributed by the Supplier to all meeting attendees a minimum of 48 hours in advance of the next meeting

CEMAR/ TF reports

- It is the responsibility of the Supplier to prepare these for the meeting and include in the Performance Report

Actions/ Minutes

- Estates Operations Admin Support to arrange meetings in calendars and will support with minutes/ action plans where Suppliers do not have the resource, or where this task is not included in the contract
- Supplier will record action points on an Action Log and circulate within one working day of the meeting
- Estates Operations Admin Support will follow up on actions for STFC team at least a week prior to the next meeting and will inform the Supplier of actions. It is expected the Supplier to follow a similar process.
- An updated Action Log will be circulated by the Supplier, within 48 working hours in advance of the next meeting (within the Supplier Performance Report)

Activity	Purpose	Who responsible	Approx Time (Based on 90 minute meeting)
Introductions	Introduce new members/ guests	Chair	5 mins
Minutes of last meeting and actions arising	Review minutes from last review (only open actions)	Both parties	10 mins
Supplier Performance Report <u>Key highlights only</u>	<p>KPI's</p> <ul style="list-style-type: none"> • Service Performance against KPI and response times • Improvement plans (if applicable) • Service Credits (if applicable) <p>Service</p> <ul style="list-style-type: none"> • Updated maintenance plan including PPM completion • Statutory maintenance and compliance status • Quotations and additional works • Changes to assets on last month <p>SHE and Compliance</p> <ul style="list-style-type: none"> • Incident / near miss/ RIDDOR and mitigating actions • Best practice/ training • Employee compliance <p>Staffing</p> <ul style="list-style-type: none"> • Highlight any challenges, risks and great performance <p>Risk Register</p> <ul style="list-style-type: none"> • Significant risks, not day to day <p>Financial overview</p> <ul style="list-style-type: none"> • Invoice status of contract and non-contract by month and cumulative • Invoices paid and forecast for next month 	Supplier	25 mins
CEMAR activity (include on above report)	<p>CEMAR report</p> <ul style="list-style-type: none"> • Review of Task Orders, Compensations Events and Early Warnings Notifications • Outstanding actions 	Supplier	10 mins
Tech Forge activity (include on above report)	<p>Tech Forge report</p> <ul style="list-style-type: none"> • Detail tba 	Supplier	10 mins
Forthcoming key dates and activities (include on above report)	Information to support planning ahead	Both Parties	10 mins
*Supplier news (include on above report)	Open for suggestions- could include changes to organisation and positive news!	Supplier	10 mins
*Innovation/ Sustainability (include on above report)	Detail tba	Both Parties	5 mins
AOB		All	5 mins



*Where applicable

- NB if contract is within first 6 months please add **mobilisation** to the agenda and adjust meeting time

Mobilisation	<ul style="list-style-type: none">• Review of key dates & activities on mobilisation plan• Milestones• TUPE• Risks• Contingency plans	Both Parties	30 minutes
--------------	---	--------------	------------

Supplier xxxxx Performance Review

Month/ Year



Agenda

- Introduction
- Minutes from last minutes & outstanding actions
- Supplier Performance Report (key highlights) see next page
- AOB

Supplier Performance Report (key highlights)

KPI's

- Service Performance against KPI and response times
- Improvement plans (if applicable)
- Service Credits (if applicable)

Service

- Updated Maintenance Plan including PPM completion
- Quotations and additional works
- Statutory maintenance and compliance status
- Changes to assets on last month

SHE and Compliance

- Incident / near miss/ RIDDOR and mitigating actions
- Best practice/ training
- Employee compliance

Staffing

- Highlight any challenges, risks and great performance

Risk Register

- Significant risks, not day to day

Financial overview

- Invoice status of contract and non-contract by month and cumulative
- Invoices paid and forecast for next month

CEMAR/ TF reports

Forthcoming key dates and activities

*Supplier news

*Innovation/ Sustainability

Supplier Performance Report

- Introductions and Actions from previous meeting(s)

Date raised	Action	Owner	Date closed

Supplier Performance Report

- KPI/ SLA
 - Service Performance and Response Times
 - Improvement plans if relevant

Example, but you can use your own KPI/ SLA format

KPI / SLA description	Target	Month Result	Pass/ fail	Comments and Actions to rectify (where applicable)

Supplier Performance Report

- Service
 - Updated Maintenance Plan including CPPM/PPM completion
 - Statutory maintenance and compliance status
 - Status of quotations and additional works
 - Changes to assets on last month

Supplier Performance Report

- SHE & Compliance

- Incidents, near miss, RIDDOR

Eg 12 LTI's, 20 hazards reported

This can be pictorial or just words, but share what has happened

- Best practice & training

Update on any best practice sharing on safety and training

- Employee compliance

Update on any gaps in compliance/ capability and actions to rectify

Supplier Performance Report

- Staffing
 - Highlight any challenges, risks and great performance

Supplier Performance Report

- Risk Registers

- Significant risks, not day to day
- Company risks

Can be shown in this format or Suppliers own

Category	Risk Description	Probability	Impact	Risk Score	Mitigation action	Risk Owner	Trend (choose from drop down menu)	Probability	Impact	Risk Score	Date of last update	Date closed
				0						0		
				0						0		
				0						0		
				0						0		
				0						0		
				0						0		

Supplier Performance Report

- Financial overview

- Invoice status of PPM and reactive/remedial services by month and cumulative*
- Invoices paid and forecast for next month

Show as graphical or numerical representation

Supplier Performance Report

- CEMAR Update
 - Review of Task Orders, Compensations Events and Early Warnings Notifications
 - Outstanding actions of both parties
- Tech Forge Update
 - TBD

Supplier Performance Report

- Supplier news
 - Open for suggestions- could include changes to organisation and positive news!
- Forthcoming key dates and activities
 - Information to support planning ahead
- Innovation/ Sustainability
 - Detail tba where relevant

AOB



UKRI-2852 Specification for

**STFC Auto Doors - Maintenance, Reactive, Remedial and Project
Works**

FOR

**SCIENCE TECHNOLOGY FACILITIES COUNCIL (STFC) AT
DARESBUURY LABORATORY**



Specification Document

Title of Request:	UKRI-2852 STFC Auto Doors maintenance, reactive and remedial works at STFC
Duration of Engagement:	2 +1+1 years
Required Commencement Date:	1 st July 2023

1.Introduction



The aim of this procurement is to contract with a Service Provider to complete all Planned, Preventative Maintenance (PPM), reactive and remedial works pertaining to Auto Doors across STFC Estates (see ‘**Annex B** Asset List’ for the assets that shall be maintained in this contract).

The services are currently sourced via a two-year contract, which comes to the end of its agreement in March 2023. We are now seeking to contract the services on a longer term basis. This is to build a partnership with a Service Provider, put in place key performance indicators and provide value for money.

This contract is for 2 years, with two optional extensions of one year starting from approximately 1st July 2023, and the agreement shall be in place until 30th June 2025 with optional extensions to 30th June 2026 and 30th June 2027. A 1-month mobilisation period will take place for the Service Provider, which will commence approximately 1st June 2023.

We are looking to contract with a specialist Auto Doors maintenance Service Provider who has technical capability to deliver all aspects of the services. Preferably, they should have the direct in-house labour to be able to maintain a variety of brands of Auto Doors (Manufacturers are listed in the ‘**Annex B- Asset List**’).

The estimated contract values are below:

Anticipated annual spend

	Planned Preventative Maintenance (PPM)	Reactive and Remedial Works	Estimate of PPM/ reactive for new assets in existing and new buildings	Project works	Total
Auto Doors	£5,000	£26,000	£5,000	£50,000	£86,000

Anticipated total contract spend (maximum 4 years)

Total contract term (max 4 years)
£344,000

All reactive and remedial works, any costs associated with new assets, and Project works are an estimate and they are not guaranteed. Whilst it is STFC’s intention to purchase the majority of its requirements under this Contract Arrangement from the Service Provider appointed, this does not confer any exclusivity on the appointed Service Provider. STFC reserve the right to purchase any requirements (including those similar to this and covered by this procurement) from any Service Provider outside of this Contract.



2. Aims & Objectives

The main aims are outlined in **3. Background to the Requirement**
Full details of the outcome & expectations are included within **4. Scope** and **5. Requirements** sections

3. Background to the Requirement

UKRI's Science and Technology Facilities Council (STFC) is a public body of the Department for Business, Energy & Industrial Strategy (BEIS).

The services under this contract will cover the facilities at this site;

Daresbury Laboratory
Keckwick Lane,
Daresbury
Warrington
WA4 4AD

From the day it opened in 1962, Daresbury Laboratory has pushed the boundaries of modern science. Over 50 years on, it is internationally recognised for world-leading scientific excellence in a diverse variety of fields, from nuclear physics to supercomputing, and its achievements, which consistently deliver impact on a human scale and have inspired scientists, adults and children alike.

We employ around 300 staff, and scientists and engineers, from both the university research community and industrial research base, use our facilities.

Daresbury Laboratory is part of Sci-Tech Daresbury campus.

Estates Services provides valuable support to the front-line, scientific activities of the STFC. This support is wide ranging, from the provision of suitable sites, buildings, workplaces and information and communications technology connectivity, through to an exceptionally wide range of business and staff support services.

There is an existing, established in-house maintenance and design team that operate and maintain much of the establishment's Building Services, Plant and Equipment.

Safety and Asset uptime is critical to the operation of the facilities; access to the operational facilities is restrictive due to the nature of the operation facilities. Several laboratories have internal safety protocols that work in parallel to DL permit to work systems, especially in controlled areas. It is an essential requirement to have operationally aligned, and specific building risk assessments, maintenance method statements and isolation plans in place.

The Service Provider is to be proficient in working in environments where detailed isolation prior to testing



is planned and executed to ensure maximum safety, efficient testing, remediation of defects, and minimum disruption to the operation.

Please see '**Annex A- Service Schedule**' for the maintenance regime, this is based on SFG20 tasks, excluding weekly/monthly tasks. The tasks shall be allocated utilising a Client supplied CAFM system for the Service Provider to use.

This contract lies within the Estates team. A structure will be shared once the contract is awarded, but the main contact through the life of the contract shall be the Service Manager.

TUPE does not apply on this contract.



4. Scope

This contract will cover all Auto Doors maintenance, reactive and remedial works at the following STFC sites:

- Daresbury Laboratory in Warrington (DL)
- The contract type shall be FM Services Contract (**Appendix C**)
- Payment will be based on evidencing completion of agreed maintenance schedule PPM, reactive calls and other Services in this requirement, and in-line with the Key Performance Indicators (KPIs) and Service Credits seen in Appendix C- Contract Terms and Conditions, Schedule 6.
- Applications will be made through the Helpdesk. Once agreed the invoice shall be submitted to UKSBS Finance. They are typically 12 x monthly applications for works completed in the prior month.

For full scope details please see

Annex A - UKRI-2852 Service Schedule

Annex B - UKRI-2852 Asset List (with corresponding SFG20 service schedule codes)

Service Providers must be able to provide PPM on all assets. This PPM can be provided either by the Service Provider's own in-house engineers, or sub-contracted engineers.

Please note that although site familiarisation will be provided during mobilisation and the first round of PPMs, thereafter it is the Service Provider's responsibility to ensure engineers are familiar with the site. Please see 5.5 Site Familiarisation for details.

STFC is constantly evolving with construction works; therefore, we do not yet know all of the assets that will be required to be serviced under this contract. As they come into service, we will require the Service Provider to add these onto the assets to be serviced. An approximate cost is included in the overall contract value, but any actual costs shall be agreed between both parties and the contract varied to record such changes.

Through the term of this contract, assets may be added or removed, these changes will be managed through contract change notices.

5. Requirement

5.1 The services shall include PPM, reactive and remedial works for all assets on the **Annex B-** Asset list. The Service Provider shall provide routine maintenance in accordance with the **Annex A-** Service Schedule for the assets listed in **Annex B-** Asset list to include:

Auto Doors Maintenance, reactive and remedial, which will encompass:

- Routine maintenance in accordance with attached '**Annex A-** Service Schedule' to all Auto Doors Systems, Safety Protection Systems, and Control Systems. This Service Schedule is based on non-weekly/monthly SFG20 tasks. SFG20 codes may be updated from time to time, so the Service Schedule is for reference only and to support pricing the service (72-03, 72-05, 72-06) The Service Provider must ensure they are adhering to the latest SFG20 codes when performing the service, excluding weekly/monthly tasks.
- To be able to provide a **four hour response** time based on receipt of call from site to physical engineer attendance on site.
- Reactive maintenance to all Auto Doors Systems.
- Remedial maintenance to all Auto Doors Systems. All quotes for such works shall be provided within 5 working days of receiving the quotation request.
- To be able to provide response times based on those outlined in the Priority Response times, based on receipt of call from the Helpdesk or Service Manager to the physical engineer attendance on site.
- Statutory Testing and Planned system Maintenance under permit control.
- Supporting Auto Doors Insurance Inspection, Repair & Replacement.
- Auto Doors Risk Assessments, report findings and recommend actions (where known deficiencies exist).
- Provide facility specific RAM's and operation/maintenance plans.
- Manufacturer's recommendations.

Project works: No guarantee of volumes or value of work per annum is given. A project includes;

The supply only of an asset (supply of 'parts' is covered within the 'reactive and remedial (and parts)' value)

Replacing parts of an asset- includes the removal and disposal of parts of an asset, and the supply and installation of a new part/s of an asset.

Other requirements

- Consistent use, support, and development of STFC's CAFM system and asset schedule/condition register.
- To provide service support 365 days per annum and 24 hrs per day. Emergency phone number to be made available in advance for weekend work and Christmas breaks.
- An agreed schedule of rates applies for all aspects works undertaken.
- New build/Project pre-handover support prior to start of maintenance support.
- To provide as required technical support and advice on Auto Doors.
- All persons undertaking the specified works on behalf of Science and Technology Facilities Council shall fully comply with all current and relevant British Standards, plus all statutory instructions, regulations and

specific instructions from relevant authorities (where applicable). This may also include any special regulations required by the local electricity provider or any industry Standard / Code of Practice / Manufacturer's Recommendations that may be applicable.

- The Service Provider agrees to comply with all site training requirements, and as standard all staff will complete and update as required, the site-specific training for STFC Radiation / Asbestos / Site systems/ Covid 19 (if applicable).
- At the commencement of the period covered by the contract, the Service Provider will produce and provide a 52 week calendar / planner, listing service works to be completed and dates of due completion. This calendar is to be agreed by both parties.
- Random audits of up to 10% of assets will be completed in each contract year (carried out by either party) during and after service rounds, to ensure that all aspects of Quality Control are maintained.
- Site specific risk assessments have been completed for all asset areas, these will be reviewed annually, and where any changes to the methods are required, new method statements will be issued.
- All servicing will be completed with Original Equipment Manufacturer (OEM) or compatible parts, and in accordance with the equipment manufacturer's recommendations.

5.2 SHE

The Service Provider will be required to;

- have a strong and demonstrable commitment to Health and Safety throughout all aspects of its organisation, this will be particularly important as it relates to the provision of robust record management and auditing processes to ensure statutory and best practice compliance. STFC operate a stringent Health and Safety Management regime, with defined Codes of Practice (SHE Codes) and the Service Provider is to engage and adhere to these policies and procedures.

The majority of SHE codes are available on the following website:

<https://www.she.stfc.ac.uk/Pages/Codes.aspx>

5.3 Security Checks

- It is a condition of appointment to this Agreement that the Service Provider employs on the STFC sites, only persons (direct employees and sub-contractor employees) who have satisfactorily completed a Basic Personnel Security Standard (BPSS) clearance. Information on these requirements can be found in the following links below:

<https://www.gov.uk/government/publications/hmg-personnel-security-controls>

[HMG Baseline Personnel Security Standard document](#)

BPPS includes Criminal Records Checks; this shall be in the form of a valid DBS Certificate. Full information can be found here www.gov.uk/government/organisations/disclosure-and-barring-service.

- The method STFC will use to monitor and audit this will be advised before mobilisation.
- To comply with the above security policies and procedures, all operatives including sub-contractors nominated for this contract are to be security cleared before accessing site.

All Service Providers undertaking work for STFC shall:-

- Carry Company Photo ID cards detailing DBS numbers and company contact details.
- Carry relevant CSCS cards if visiting development / new build schemes.

- Follow the requirements and principles of STFC's site requirements and working practices.
- Report all completed service records, findings and recommendations back to the web portal/ CAFM within 3 working days of attending site.
- Be required to wear liveried clothing (identifiable with the selected Service Provider);
- Drive liveried vehicles (identifiable with the selected Service Provider), that shall clearly detail the Service Provider's contact details.

5.4 Training

All Service Provider staff shall be nominated to work on electrical equipment by the Site Authorising Engineer (electrical) prior to any works commencing.

All Service Provider staff to have completed site specific training for; -

- COVID-19 Site access (when applicable)
- Radiation risks all areas- As some of the assets are located in a radiation-controlled environment (RTF) there is a specific requirement to ensure that any engineer or sub-contractor receives the training outlined in Section 10 ISIS of the 'SHE_Booklet_Contractors_DL' PDF that can be found in **Annex D**. This must be completed prior to commencing any works
- Asbestos risk all areas
- Site induction and familiarisation. Copies of the 'Safety, Health and Environmental Essentials for Contractors Working at the Daresbury Laboratory' can be found in **Annex D- SHE Booklet Contracts DL**: It may be updated from time to time and the latest version is always on the SHE website



DL_Contractor_SHE_Booklet.pdf

- Manufacturer's Instructions and Recommendations
- Specification requirements detailed in this document.

All Service Provider staff to have completed either in house, via a specific training programme, or off site at specialist training providers.

These requirements may include (but are not limited to) the following (or as subsequently amended and/or updated or replaced): -

- Manual Handling / Working At Heights / Risk Assessments / Method Statements / COSHH / PUWER
- Manufacturers Technical Training: '**Annex B- Asset list**' for Manufacturers
- First aid
- Health and Safety at Work etc. Act 1974;
- PUWER/ LOLER
- BES SFG20
- Regulatory Reform (Fire Safety) Order 2005.
- Offices, Shops and Railway Premises Act 1963;
- Occupiers Liability Act 1984;
- Consumer Protection Act 1987;



- The Environmental Protection Act 1990;
- The Clean Air Act 1993;
- Energy Conservation Act 1993;
- Electricity at Work Act 1989;
- REGULATIONS, STANDARDS AND ORDERS:
- Building Regulations: Approved Document B;
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Fire Safety Signs (BS 5499, BS 5378 & BS EN 60598)
- Standard for Smoke Control Systems (NFPA 92)
- Electrical Equipment (Safety) Regulations;
- Institute of Electrical Engineers Wiring Regulations (BS 7671);
- Electricity at Work Regulations;
- The Electricity Supply (Amended) Regulations;
- Chartered Institute of Building Services Standards;
- Work at Height Regulations (2005) and any amendments there to;
- Control of Substances Hazardous to Health (COSHH) Regulations;
- Construction (Design and Management) Regulations 2007;
- Control of Noise at Work Regulations;
- Control of Noise (Code of Practice for Construction Sites) Orders;
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR);
- Manual Handling Regulations;
- Provision and Use of Work Equipment Regulations;
- The Collection of and Disposal of Waste Regulations;
- Batteries and Accumulators Regulations;
- Waste Electrical and Electronic Equipment Regulations 2006 (WEEE);

The Service Provider shall provide, upon request, a completed training matrix for all engineers who work on site

All appropriate / reasonable requirements of the Local or Governing Electricity, Gas and Water Supply Company;

- Manufacturer's Instructions and Recommendations;
- Specification requirements detailed in this document.

5.5 Site Familiarisation

It is the responsibility of the Service Provider to ensure that all engineers sent to site are familiar with asset locations. STFC will provide details/plans of buildings, asset locations and initial site familiarisation with the Service Provider. This familiarisation will be provided during the Service Provider's first visits to conduct PPM after contract start date and when new assets/buildings are added to the Service.

Once the first rotation of assets has been visited and serviced by the Service Provider (i.e., an asset has been serviced at least once), along with any documentation shared by STFC, this shall deem the site familiarisation complete (with the exception of future assets to be added to the service).

The site knowledge, plans and details gained during familiarisation are to be cascaded by the Service Provider appropriately to all visiting engineers and sub-contractors that would be involved in all activities relating to the contract. There are secure areas on site that STFC will mandate that the engineer is escorted. These areas shall be stated upon site familiarisation.

Due to the size and complexity of site, it is of utmost importance that the Service Provider ensures the engineers they send are proficient in finding their way to the correct asset/servicing location. STFC may be unable to provide escorting to engineers once site familiarisation has been completed.

We wish to make it clear that it is the Service Provider's responsibility to ensure that the site information is cascaded appropriately to their staff to ensure the service can be carried out without the need for escorting by a member of STFC.

STFC has stated KPIs to capture any instance when an engineer attends site and requires unplanned escorting to site locations. These instances shall be recorded against the KPIs set out in the contract (located in Appendix C- Contract Terms and Conditions, Schedule 6).

UKRI STFC will be holding a site tour for this requirement. It is strongly recommended that Potential Service Providers attend the site tour at Daresbury Laboratory (DL) to gain complete clarity of the requirements and the environment you would be working in. Details of the Site Tour can be found under **Section 2- Information About This Procurement** in the **Invitation to Tender** Document.

5.6 Site Inspection

- Where a Service Provider identifies faults, defects or wants of repair which in its opinion require substantial remedial works and fall outside of the scope of routine maintenance, these are to be detailed within the post tender 90-day Service Provider's report. If beyond the 90 days, the Service Provider should report on CAFM.

5.7 'CAFM' System

Any process changes to the below will be communicated to the Service Provider by STFC.

General Principles

- STFC operate a CAFM system that manages workflow for reactive and planned maintenance.
- As this is the primary system, all work instructed between STFC and the Service Provider will be processed and reported through this system.
- As this is an output specification, the Service Provider is responsible for training, operating, updating/inputting information into this CAFM system. Initial training will be provided by STFC, this may be in the form of training documents, or where required, 'in person' training.
- The Service Provider is to jointly work with STFC to use and develop the CAFM system, to its potential.
- All Planned and Reactive jobs will be logged, assigned, accepted and closed off on the CAFM System. This will include jobs raised by STFC staff but, will also include jobs that are raised by the Service Provider either as a result of planned activity or because the failure is noticed by their staff.
- Communication /notifications- all works will be allocated via a back office system / the App
 - PPM works will be communicated through the App as a Help Call which is linked to the parent Inspection
 - Reactives

- any urgent/emergency jobs (P1.1 and P1) are communicated directly via Helpdesk (the STFC Service Manager may also contact the Service Provider in extreme circumstances)
- non-urgent/ emergency works (P2) will be communicated through the App as a Help Call
- All O&M Manuals, drawings, asset registers, maintenance and service records, test and compliance certificates, inspection programmes, orders, logbooks and the health and safety file(s) for the site will be maintained by and held by STFC.
- STFC shall update the Service Provider when there are changes to the process or system changes.

PPM Process

- STFC is responsible for inputting, and continuously updating, all PPM scheduling (as agreed with the Service Provider) and assigned SFG20 task specifications into the system. It is the Service Provider's responsibility to advise on any scheduled dates needing to be changed. Such changes must be agreed between both parties and ideally no changes to be made within 4 weeks of previously scheduled dates
- The PPM tasks will be assigned by a CAFM system generated record to the Service Provider
- All SFG20 tasks are completed on the CAFM system against each Inspection/plant item. Tasks will only be considered as completed once this is actioned by the Service Provider.
- Any additional tasks considered to be urgent or safety critical will be notified on the day of service. The Service Provider can complete any urgent safety critical works up to the value of £500 at the time of the service, with approval from the Service Manager
- All recommended 'follow on' work can be added, by the Service Provider, using the Help Call function in the App. A quotation must be sent as per timescales in the Priority Section to the STFC Helpdesk and Service Manager for approval prior to any works commencing.
- Once works are completed, all work related documents including service sheets and certificates should be uploaded onto the CAFM system where applicable, by the Service Provider, within 72 working hours of completing the work.

Reactive Process

- Reactive jobs will be logged according to the priorities set out in within the specification
- The job will be assigned by a system generated e-mail (telephoned first in the event of emergency) to the Service Provider via the CAFM system.
- The Service Provider must keep STFC's helpdesk updated on changes to status and any delays in completion, within the CAFM system. This is via the 'On Hold' function (see User Guide). The Service Provider is also responsible for keeping the STFC Helpdesk and Service Manager updated on delays.
- Any additional tasks considered to be urgent or safety critical will be notified on the day of call out. The Service Provider is authorised to complete any urgent safety critical works up to the value of £500 at the time of the service.
- All recommended 'follow on' work can be added using the Help Call function in the App. A quotation must be sent within 72 working hours to the helpdesk, which will be sent to the STFC Service Manager for approval prior to any works commencing.
- All work related documents should be loaded onto the CAFM system where applicable, by the Service Provider, within 72 working hours of completing the work. Copies of all certificates must be emailed to STFC Helpdesk and Service Manager.
- The Service Provider is to upload into the CAFM System all certificates associated with the work within 72 working hours. This is a measured KPI for the closure of reactive works
- To fully close a reactive/ remedial job the Service Provider will also need to submit a monthly Payment

Application. STFC will share this process

Asset Changes

- The Service Provider is responsible for informing STFC if they are aware of any asset changes (additions, removals and condition). This should be communicated via CAFM and email to the STFC Service Manager
- STFC will also inform the Service Provider of any changes in assets where applicable.

5.8 Working on Site

- The Service Provider must supply competent and fully trained personnel to perform the Services and inform STFC of their names and of the names of all sub-contractor personnel. This includes details of staff qualifications, accreditations etc. The Service Provider's Responsible Person is to be qualified to isolate mechanical and electrical installations, review safety processes but, this is a coordinated approach with the Employers Authorised Person and STFC Service Manager.

5.9 Construction Works under CDM15

All construction works carried out for the Client must refer to the appropriate SHE Code 13,15,19,32.

Health and Safety Executive will complete all construction works undertaken under the Managing Health and Safety in Construction (Design and Management) Regulations 2015 (CDM15) as set.

Construction works as defined within these regulations includes installation, commissioning, maintenance, repair, replacement and demolition.

Unless otherwise stated formally in writing, Daresbury Laboratory Estates Services will perform the role of Client on behalf of UK Research and Innovation -Science and Technology Facilities Council.

Under this duty holder role, the Client will ensure that sufficient time and resources are made available to allow for the construction works to be completed safely and supported by welfare facilities. All appropriate preconstruction information will be provided as requested.

Unless otherwise stated formally in writing, the Contractor will perform the role(s) of Principal Contractor (PC) and Principal Designer (PD). The PC will confirm and inform the Client of all appropriate construction competencies in writing and via Construction Phase Plan (CPP).

The same approach will be completed by PD via Pre – Construction Plan (PCP) ensuring continuous liaison with the Client throughout the construction works.

Appointed Designers will ensure all reasonably foreseeable risks have been addressed by a design risk assessment. The risk assessment must be completed under mandatory guidance and refer to the general duties of prevention / general requirements for all construction sites. Any residual risk, which cannot be controlled, by the PC, PD or the Designer, the duty holder must inform the Client.

All duty holder roles, other roles (subcontractors etc.) and responsibilities required under CDM15 must be clearly defined and communicated as referenced above.

All PCP's and CPP's must be agreed by the Client before any construction phase begins. During construction, the Client before commencement must approve any variations.

Some construction works will be complex thus attracting the requirements to notify the enforcing authority HSE. Unless otherwise stated, the F10 process will be carried by the PD in liaison with the Client.

Once construction works have been completed, a well-managed and updated health and safety file will be provided by the PD. The PD will identify any residual risk and certify all appropriate information is provided i.e. as built drawings, maintenance schedules etc. On handing over the file, the Client in liaison with the PD will confirm the file is complete within an agreed time frame.

Other construction works on the Client Site

Construction contractors who may be working independently on the STFC site, the PM, Tenant, Contract Manager must inform the Client. Under CDM15, any construction works must be controlled, where works may compromise the integrity of STFC critical infrastructure, fabric or facilities. No construction works must be completed without the authorisation of the Client.

Authorised alterations must have CPP/ Risk assessment completed and agreed before any construction phase begins.

5.10 Health and Safety Precautions

- Prior to the commencement of Service, the Service Provider must submit and have approved Risk Assessments and Method Statements in place. Application for a Permit to Work is made through STFC's SHE PTW system. Additional controls i.e., "Permit to Access" may be enforced dependant on the workspace conditions, equipment etc. Familiarity and adherence to the STFC SHE codes of practice within restricted "Science" spaces are required.
- The Service Provider shall inform the STFC's Service Manager, in the first instance, of any and all breaches of these regulations together with a programme for rectification and measures/improvements to safeguard against a repeat.
- The Service Provider is responsible for providing and maintaining all security and protective barriers in relation to the performance of the Services necessary to protect all persons including owners and occupiers of adjacent property, members of the public and others from injury during the execution of the Works.
- The Service Provider must not isolate or otherwise interfere with life safety systems without prior written approval from STFC.
- When the Services may involve the presence of flame or sparks the Service Provider must obtain a 'Hot Work Permit' from STFC, comply with its conditions and safeguard and take all necessary precautions against damage by fire or explosion.
- Petroleum products and other inflammable or vaporising liquids, gases, solids and hazardous chemicals must only be used in accordance with applicable regulations. When equipment and vessels containing those items are not in use they and their contents must be removed to a safe place for storage.
- Where the Services involve working in a confined space (as defined in the Confined Spaces Regulations 1997) the Service Provider must at all times observe, perform and comply with the legal requirements set out in these Regulations (including making a suitable and sufficient assessment of the specific risks arising from working within the confined space, implementing a Safe System of Work, having appropriate procedures for supervision and rescue arrangements, and providing suitable training to operatives).

- The Service Provider must at all times keep the Site free from surplus materials, rubbish and debris and on completion of any Services (and also on termination of the Contract) remove all Service Provider's equipment and leave the Site in a clean and workmanlike condition to the satisfaction of STFC .
- Protective clothing must be worn and other recognised safety precautions must be taken to safeguard the person.
 - Working areas associated with sumps, pits, wells, service ducts and machinery etc. must be guarded and warning notices displayed.
 - Safety guards must be securely fixed and safety devices left operational.
 - All defects in tools, steps, ladders and other items which impair safety must be reported immediately. Equipment must not be used until defects have been rectified.
 - Full sets of specialised tools should be kept available for correct maintenance and operation of equipment.
- When requested by STFC , the Service Provider shall provide a professional advice service on all matters relating to the Health and Safety at Work Act 1974, Construction and Design Management 2015, and any subsequent re-enactments. The Service Provider shall work with STFC's health and safety team and STFC's Maintenance Manager to ensure that a holistic "best practice" approach is taken to the execution of health and safety management. This includes a commitment to STFC's on-site safety and hazard management, induction, and escalation processes.
- The Service Provider shall provide a "competent person(s)" for the Building, as appropriate, who shall work in association with STFC's "Responsible Person"(s) with a view to protecting staff and members of the public on the building through compliance with all relevant statutory obligations and legislation and with STFC's policy as it supports this legislation. The Service Provider must have the depth of technical and professional advice to assist STFC's "Responsible Person"(s) on all health and safety matters relating to the assets that the Service Provider maintains. The Service Provider is responsible to familiarise themselves and their sub-Service Providers with any confined spaces, areas working at height, lone working situations, etc.
- Prior to the commencement of Services, the Service Provider must submit and have approved Isolation plans, Risk Assessment and Method Statements in place. If the Service Provider deems there to be any risks associated with asbestos, radiation or any other potential risk they must communicate to the relevant person at STFC prior to any commencement of works. Specifically, for Asbestos they should ask for the Asbestos Register. All detail on how to use the register or report any H&S/ risk concerns are covered in STFC Contractor Induction.
- The Service Provider is required to have Performance and Quality Management Systems in place (for the services / works being provided), that are accredited to BS EN ISO 9001:2015, and which are tested by an independent body twice a year.
- The Service Provider shall participate fully in the compilation, planning, testing and implementation of STFC's emergency evacuation drills.
- The Service Provider shall take all practicable steps to ensure that the assets for which it is responsible comply with all health and safety legislation and any other statutory obligations at all times. The Service Provider shall promptly advise STFC on any areas which in its professional opinion, do not comply with current legislation.

- The Service Provider shall include in their quarterly Service Provider Performance Report a commentary on health and safety matters including performance (accidents and near misses) any matters outstanding, recommended works programmes and exception reporting. The Service Provider shall attend STFC's regular health and safety meetings as required.
- The Service Provider shall comply with STFC SHE codes when undertaking his responsibilities in relation to health and safety. SHE codes can be found here:
<https://staff.she.stfc.ac.uk/pages/staff/home.aspx>

5.11 Business Continuity

- The Service Provider, whilst performing the specification requirements, i.e. reactive works, planned maintenance; will take all necessary steps to ensure that there is no operational disruption to service and to formally communicate as part of the joint business continuity plan for any remedial actions.
- The Service Provider shall supply (within 60 days), maintain and regularly update (at least annually) its own business continuity plan to ensure that it can continue to deliver the Services at STFC's site in situations such as, but not limited to, temporary closure of the Service Provider's own building, failure of the Service Provider's IT systems etc. at all times
- The Service Provider shall support STFC's business continuity planning process by offering practical advice on issues such as the operation of emergency systems. The Service Provider shall assist STFC by ensuring that all Service Provider's 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 STFC's emergency management procedures.
- The Service Provider shall, if requested, participate fully in the operation of emergency procedures such as but not limited to emergency evacuation of buildings in the event of fire.
- The Service Provider shall comply with the provisions of this Specification in conjunction with STFC in managing the implementation of any business continuity plan developed by STFC . This plan shall include but not be limited to:
 - Responses to all potential emergencies,
 - Allocated actions and execution of contingency plans for each of STFC's buildings,
 - Compliance with legal requirements,
- The Service Provider shall inform and train its staff and sub-contractor staff in the relevant procedures and methods to ensure business continuity for STFC at all times.

5.12 Exit Plan

- In addition to a business continuity plan the Service Provider shall supply an Exit Plan within 60 days of the contract start date. This shall include details around staffing, finance and operational management in the event of the contract termination.

5.13 Insurance Documentation

- The Service Provider shall supply copies of all insurance documentation as required under the Terms & Conditions. This shall be provided prior to any service commencement and shall be issued annually at the start of each contract year (or when the insurance policy renews/ starts).

5.14 Waste Management (as relevant)

- All reasonable efforts will be made to minimise waste and the Service Provider shall provide facilities to maximise opportunities for re-cycling. If the Site produces specialist and hazardous waste products, including oil, fuels, batteries, battery acid, fluorescent lamps, paints and metals, the Service Provider will

ensure that these are disposed of using licensed waste disposal Service Providers and those records are kept and made available for audit.

- The Service Provider will implement a waste management and recycling process for the waste and Recycling media arising from the Works and their access to the Site, compliant with Legal Obligations, the Employer's and landlord's policies. This will include but may not be limited to:
 - Identification of all waste streams on Site
 - Dealing with waste streams in the appropriate manner
 - Segregation of waste streams
 - Collection and storage in appropriate receptacles
 - Removal from Site by appropriately licensed Service Providers
 - Retention of documents relating to the inventory, storage and transportation of waste/recycling in accordance with both Legal Obligations and the Employer policies

5.15 Service Provider's Defects Report

The Service Provider must validate the issued asset register and notify STFC of changes, inspect the Plant to confirm its operational status and condition, and provide STFC with a report on any defects together with costed proposals for any remedial works considered necessary to restore the Plant to a condition which allows its maintenance as part of the Standard Works. This Defects Report is to be submitted in the format in of a word/ excel document within 90 days of the contract start date

- The Service Provider is to bring to the notice of the Employer any discrepancies or variations from the Plant described in the Asset Register found in their inspection and append these to the Defects Report.
- No items are to be included in the Defects Report which, in the opinion of STFC, could reasonably have been identified before and included within the Tender. Nor are any items to be included that would be dealt with as Routine Maintenance. Any dispute on this will be resolved by the method stated within the Contract Terms.
- The Service Provider is to provide a 5-year Forward Maintenance Register, and Asset Replacement Plan for assets that are included within the issued asset register. This is to be produced within the 120 days, post contract award.
- The ARP (Asset Replacement Plan) is to be fully costed, to include Labour, Materials and Plant, age and condition of asset, description why the asset is to be replaced i.e. efficiency, criticality, parts availability, risk, H&S, etc.
- The ARP is to include estimated programme of works, and highlight any business impacts, STFC decision making requirements, and any enabling factors that will affect the asset replacement/programme of works.
- The Service Provider is to demonstrate value for money by utilising contracted rates for their direct labour and sub-contractors. These rates are to be included within the Tender. The Service Provider will be



required to quote for these works, and maybe asked for supporting quotations and back up for full cost transparency.

- Assets can be added and removed from this schedule, and the Service Provider is to update STFC , and report any changes when they discovered them, to STFC . Any associated price changes shall be managed through a Contract Change Notice

Service Level Requirements

SERVICE LEVEL REQUIREMENT				
Property Operation				
General Times of Occupancy defined as Normal Working Hours	Mon - Thurs	Fri	Sat/Sun	Bank Holiday
	08:00 – 17:00	08:00 – 16:00	-	-
Note: Those hours not included in the above are defined as Outside Normal Working Hours and all arrangements for access must be pre-agreed with the Employer giving adequate prior notice.				
Property Security Arrangements	Mon - Fri	Sat	Sun	Bank Hols
Manned	24 hrs	24 hrs	24 hrs	24 hrs
Fire Alarm Test to be carried out weekly by		Another Service Provider	on every Wednesday	at 10:00 hrs
Facilities available to Service Provider	Yes/No	Location		
Office	No	Reception/Estates for signing in etc. only		
Storage facilities	No			
Car Parking	Yes	Policy and process to be shared during mobilisation		
Welfare Facilities	Yes	H-Block, Restaurant & Waterside Cafe (canteen and facilities)		

Response Times

For any failure regardless of time of day, that results in an Emergency Call Out, the initial response will be led by the STFC in-house engineers.

They will attend site and endeavour to make safe. If, in their reasonable opinion, it requires the attendance of a specialist urgently, then they or the Helpdesk will contact the Service Provider and it will be the Service Provider's responsibility to ensure that the relevant specialist attends site to make the System be safe and repaired (a temporary repair can be made but the Service Provider must be informed of works required for a permanent solution) as quickly as possible within the timescales below "Priority Levels for Reactive and Remedial Instructions".



The Service Provider shall ensure that only appropriately trained personnel are dispatched to reactive activities.

The Service Provider shall ensure that all statutory and other mandatory requirements are met in respect of maintenance works and inspections. The Service Provider shall immediately inform STFC of any breaches of these regulations together with a programme for rectification and measures to safeguard against a repeat.

Where callouts occur and reactive works cannot be remedied immediately by the Service Provider, they shall ensure that the service is made safe and where appropriate make every endeavour to provide temporary alternative service. In such cases the Service Provider shall provide to STFC the full details for the repair, cost and a programme for completing the work within 5 working days.

Inspection and maintenance – for details on statutory requirements please see **Annex A-Service Schedule'**

Note 1: Following a PPM visit, any remedial works will be recorded in the STFC CAFM system

Note 2: Following PPM visits, where remedial works cannot be remedied immediately by the Service Provider, they shall ensure that the service is made safe and where appropriate make every endeavour to provide temporary alternative service.

Reporting and Records	
Frequency	Requirement
Each and every visit	The Service Provider (Engineer/Trades Person/Supervisor/Contract Manager) shall enter into the attendance log/ signing in log, details of reason for attendance the Property visit: emergency call-out, Routine Maintenance; remedial works; inspection/audit; meeting – to be signed and dated. This can be found in Reception (or alternative location on site). In the case of works being carried this shall correspond to the Engineer's/Trades Person's report sheet, which shall be filed in the appropriate section of the CAFM. The Service Provider shall at all times keep STFC informed of work matters.
Six Monthly	Within a month following the PPM visit, the Service Provider shall provide a service report detailing status of Routine Maintenance works and works additional to Agreement. Requirement for meeting to discuss the aforementioned shall be determined by STFC and shall be attended by the Contract Manager and where appropriate the Supervisor and Property Engineer/Trades Person. KPIs will also be reported quarterly as per contract. In addition to the above, the Service Provider shall complete a Performance Report (Annex H) as outlined in the Contract Administration table below

Priority Levels for Reactive and Remedial Instructions

Priority	Level	Classification	*Attendance -Service Provider	Temporary Resolution -Service Provider	*Permanent Resolution -Service Provider	Quotations - Service Provider
P1	High	Emergency (in and *out of hours) Safety and operationally critical and on site presence of a Service Provider within 4 hours	Attend within 4 hours	Temporarily resolved within 4 hours	Completed within a further 7 days	Provided within 5 days
P2	Normal	Works that have minimal impact on health and safety risk or have minimal impact on the business, but do need attention within 2 days.	Attend within 48 hours	Temporarily resolved within a further 2 days	Completed within a further 14 days	Provided within 5 days
P3	Low	No immediate H&S risk to people, working areas or equipment, and fault can be mitigated	Attend within 1 month	n/a	Completed within a further 1 month	Provided within 5 days
P4	Remedial Repairs	Works required as a result of a PPM visit	n/a	n/a	Completed within 1 month	Provided within 5 days
P5	Minor Works (non PMO)	Minor works not in PMO	n/a	n/a	Completed within a further 3 months	Provided within 5 days

Examples of the priority for reactive and remedial instructions classifications are given below:

- 1 **High** – Emergency works- safety and operationally critical and on site presence of a DLO/ Service Provider within 4 hours e.g. water dripping through ceiling near lights, fire alarm fault, spillage in highly used area, data centre faults.
- 2 **Normal** – Works that have minimal impact on health and safety risk or have minimal impact on the business, or where lack of prompt resolution could lead to emergency works. These need attention within 2 days e.g. faded lines on road crossing, tap dripping but not causing flood, temperature issues in working areas (hot/ cold)
- 3 **Low** – No immediate H&S risk to people, working areas or equipment, and fault can be mitigated e.g. light not working in non-operational area but emergency lights still working
- 4 **Remedial Repairs**- as instructed by Estates team / Service Provider. These can be planned and have minimal impact on the business, health and safety or will not lead to further works if not resolved.
- 5 **Minor Works** (non PMO) instructed by Estates team, not urgent e.g. improvement works, asset replacements.



RESOURCES
Provided staff that present the required image and are competent to fulfil the requirements of the contract.
Provided fully trained relief staff in accordance with the contract.
CONTRACT ADMINISTRATION
Complies with reporting and communication requirements and maintained site records accurately. <ul style="list-style-type: none">• Submission of all monthly and quarterly reports, depending on PPM schedule, outlining performance with Key Performance Indicators• Produce a quarterly monthly performance report and attend quarterly performance review meetings as required (templates can be provided for the report if required, see Annex G- Service Provider (Supplier) Performance Meeting Agenda Template for agenda points and Annex H for Service Provider (Supplier) Performance Report template) to discuss the following: KPI's, Service, SHE, Staffing, Risk Register, Finance and CAFM system reports. STFC may change the agenda and content of the performance report as required• Produce performance review meeting minutes/actions within one working day of the meeting. An updated action log will also be provided five working days before meetings• Submit budget estimates, payment applications and invoices in an accurate and timely fashion.• The Waste Transfer Note (and any other statutory certificates) logged on the CAFM system within 28 days of completion if applicable
PPM REPORTING
PPM completion report - the below is for guidance only and will be updated when the CAFM system is implemented (also see 'CAFM System')
<ul style="list-style-type: none">• Any tasks required in addition to the service plan, will be noted on the job sheet, and listed on the CAFM App. All additional tasks will be quoted within 5 working days of the date of completion of the service• Any additional tasks considered to be urgent or safety critical will be notified on the day of service the service work scheduled has been completed• Job Sheets for all assets have been completed, and electronic copies will be sent, within 1 working week• All tasks completed have been entered on the Assets Record via the CAFM App• Any areas requiring Immediate attention have been notified• Any non-urgent additional tasks have been notified
CONTRACT MANAGEMENT
Provided necessary on-site supervision and off-site management support to mobile and site-based staff.
Manages its Sub contractors in accordance with this specification
HEALTH & SAFETY & ENVIRONMENT
Complies with Health and Safety policies and procedures and safely maintained its workplace and equipment. No breaches of policies.
Complies with Environmental Policy including Energy Management.

Annexes

➤ **Annex A-Service Schedule**

SFG20 codes may be updated from time to time, so this attachment is to support pricing the service. (72-03-72-05, 72-06)

The Service Provider must ensure they are adhering to the latest SFG20 codes when performing the service. (Excluding weekly tasks)

➤ **Annex B - Asset List**

➤ **Annex C- Site Plans**

Daresbury Laboratory

➤ **Annex D- SHE Booklet Contractors DL**

➤ **Annex E- Service Provider (Supplier) Performance Improvement Tracker**

➤ **Annex F- KPI Working Tracker**

➤ **Annex G- Service Provider (Supplier) Performance Meeting Agenda Template**

➤ **Annex H- Service Provider (Supplier) Performance Report Template**

Price Schedule



SOURCING REFERENCE	UKRI-2852
SOURCING DOCUMENT TITLE	STFC Auto Door Maintenance, Reactive works, and Remedial works
BIDDER NAME	The Automatic Door Company

Commencement date	S T F C A Building Code	Location	Door Type	Manufacturer	Year Installed	Service Schedule Reference	Service Plan In Accordance with SFG20 & Site Specification by Area		Comments
							Total service cost	Total service cost	
							Year 1	Year 2	
Start of contract	A Block	Kitchen corridor	Auto Swing Door Single	Horton	2009	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	A Block	Merrison lecture theatre inner	Auto Swing Door Pair	Tormax	2009	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	E Block	E Block CTH ground floor entrance inner	Auto Swing Door Pair	No Detail Available	2014	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	E Block	E Block CTH ground floor exit inner	Auto Swing Door Pair	No Detail Available	2014	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	B Block	Reception foyer inner	Auto Sliding Door	Horton	2012	72-05	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	Hartree	Harare ctr pass door	Auto Swing Door Single			72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	I TAC BIO	I TAC BIO inner entrance	Auto Swing Door Pair	Record	2015	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	I TAC BIO	I TAC BIO exit	Auto Swing Door Pair	Record	2015	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	L Block	Logistics	Auto Swing Door Pair	Axis	2012	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	B Block	B block corridor opposite restaraunt	Auto Swing Door Pair			72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	B Block	B block foyer opposite cafe	Auto Sliding Door	Horton	2013	72-05	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	I TAC BIO	I TAC BIO entrance	Auto Swing Door Pair			72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	Hartree	2/DL/Hartree (Building 2)/Ground Floor/Atrium	Auto Revolving Door	Besam	2014	72-03	£ 150.00	£ 150.00	Includes 2 visit per annum.
Start of contract	A Block	2/DL/A Block (Cockcroft Institute Building)/ Merrison Theatre outer	Auto Sliding Door	Tormax	2009	72-05	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	A Block	2/DL/A Block (Cockcroft Institute Building)/Ground Floor/Foyer-Near Lift	Auto Sliding Door	Horton	2009	72-05	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	A Block	2/DL/A Block (Cockcroft Institute Building)/Ground Floor/A61A-Water Side Cafe	Auto Sliding Door	Horton	2015	72-05	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	B Block	2/DL/B Block/Ground Floor main foyer	Auto Sliding Door	Horton	2013	72-05	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	B Block	2/DL/B Block/Ground Floor foyer rear	Auto Sliding Door			72-05	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	B Block	2/DL/Reception/Ground Floor/Foyer outer	Auto Sliding Door	Horton	2012	72-05	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	Tower Block	2/DL/Tower Block/Ground Floor	Auto Sliding Door	Horton Automatics	2010	72-05	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	A Block	2/DL/A Block (Cockcroft Institute Building)/Ground Floor/Foyer-Near Walton Room	Auto Swing Door Pair	Horton	2009	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	A Block	2/DL/A Block (Cockcroft Institute Building)/Ground Floor/A61-Near Water Side Cafe (Seated Area)	Auto Swing Door Pair			72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	CTH	2/DL/E Block CTH (The Campus Technology Hub)/ entrance outer	Auto Swing Door Pair	No Detail Available	2014	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	CTH	2/DL/E Block CTH (The Campus Technology Hub)/Ground floor exit outer	Auto Swing Door Pair	No Detail Available	2014	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	S Block	2/DL/S Block (Engineering Technology Centre)/Ground Floor/Foyer	Auto Swing Door Pair			72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	Visitor centre	2/DL/Amenity/ Visitor centre	Auto Swing Door Pair	Horton	2013	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	A Block	2/DL/A Block (Cockcroft Institute Building)/Ground Floor/Corridor-Restaurant-Foyer	Auto Swing Door Single	Horton	2009	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
Start of contract	B Block	2/DL/Reception/Ground Floor/R88-Security Area	Auto Swing Door Single	Horton	2012	72-08	£ 70.00	£ 70.00	Includes 2 visit per annum.
							£2,040.00	£2,040.00	

Year 1	£2,040.00
Year 2	£2,040.00
Total used for Evaluation	£4,080.00

Schedule of Rates



UK Research and Innovation

SOURCING REFERENCE	UKRI-2852
SOURCING DOCUMENT TITLE	STFC Auto Door Maintenance, Reactive works, and Remedial works
BIDDER NAME	The Automatic Door Company

Normal Hours: 08:00 to 18:00 Monday to Friday excluding Public Holidays
 Out of Hours: 18:01 - 07:59 Monday to Friday, and any time Saturday, Sundays or designated Public Holidays

		For information only, not evaluated			
Hourly Rates	Call outs Normal Working Hours (Monday to Friday, 08:00 to 18:00)	Out of Hours (Monday to Friday, 18:01 to 07:59) For Information Only	Out of Hours (Saturday, 08:00 to 18:00) For Information Only	Out of Hours (Saturday, 00:00 to 07:59 & 18:01 to 24:00) For Information Only	Out of Hours (Sundays and Bank Holidays) For Information Only
Service Engineers (hourly rate)	£ 130.00	£ 195.00	£ 195.00	£ 260.00	£ 260.00
<u>Scenario</u> What is the total cost for a Reactive Call out to service a door, with 1 hour of work at STFC.	£ 130.00	£ 195.00	£ 195.00	£ 260.00	£ 260.00

Includes first hour only, every hour after will be invoiced at hourly rate outlined in Part 3.

Schedule of Rates



UK Research and Innovation

SOURCING REFERENCE	UKRI-2852
SOURCING DOCUMENT TITLE	STFC Auto Door Maintenance, Reactive works, and Remedial works
BIDDER NAME	The Automatic Door Company

Normal Hours: 08:00 to 18:00 Monday to Friday excluding Public Holidays
Out of Hours: 18:01 to 07:59 Monday to Friday, and any time Saturday, Sundays or designated Public Holidays

Hourly Rates	Normal Working Hours (Monday to Friday, 08 00 to 18 00)	For information only, not evaluated			
		Out of Hours (Monday to Friday, 18 01 to 07 59) For Information Only	Out of Hours (Saturday, 08.00 to 18.00) For Information Only	Out of Hours (Saturday, 00.00 to 07.59 & 18.01 to 24.00) For Information Only	Out of Hours (Sundays and Bank Holidays) For Information Only
Engineers (hourly rate)	£ 65.00	£ 88.00	£ 88.00	£ 130.00	£ 130.00

	For information only, not evaluated	
Parts & Materials	Assa Abloy	Gilgen
Discount %	N/A	35.00