

# Hard Facilities Management 2

UKRI-3361 UK ATC ROE Fire Alarm Upgrade Call-off Contract\_NHS SBS-10166  
Lot 8.2.11

## Service Level Agreement



### Framework Details

Title: **Hard Facilities Management 2**  
 Reference: **SBS10166**  
 Framework Duration: **4 years**  
 Framework End Date: **12th April 2026**  
 NHS SBS Contact:

### Service Level Agreement Details

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.

Period of the Service Level Agreement (SLA)	Effective Date	<i>08 November 2023</i>	Expiry Date	<i>31 March 2024</i>
---	----------------	-------------------------	-------------	----------------------

Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

### Awarded via Direct award or mini competition


Mini Competition
------------------

### Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	Chubb Fire & Security Ltd
NHS SBS Supplier Reference #	<b>SBS10166</b>
Name of Supplier Authorised Signatory	
Job Title of Supplier Authorised Signatory	Regional Service Manager Scotland
Address of Supplier	186 Garscube Road Glasgow G4 9RQ
Signature of Authorised Signatory	
Date of Signature	08/11/2023

### Customer SLA Signature panel

The "Customer"	
Name of Customer	UKRI
Name of Customer Authorised Signatory	

Job Title	Procurement Manager
Contact Details email	commercial@ukri.org
Address of Customer	Contracting Authority:  United Kingdom Research and Innovation, a statutory corporation whose registered office is at Polaris House, North Star Avenue, Swindon, England, SN2 1FL ("UKRI");  <b>The site address for delivery of the goods and/or services is:</b>  UK Astronomy Technology Centre (UKATC), Royal Observatory Edinburgh (ROE), Blackford Hill, Edinburgh EH9 3HJ
Signature of Customer Authorised Signatory	
Date of Signature	9th November 2023

This service level agreement shall remain in force regardless of any change of organisational structure to the above named authority and shall be applicable to any successor organisations as agreed by both parties.

**PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:**

**[nsbs.estatesfacilities@nhs.net](mailto:nsbs.estatesfacilities@nhs.net)**

## Table of Contents

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Estimated Duration of Contract
5. Service Requirements
  - A Services Provided
  - B Business Hours
  - C DBS Check
  - D Price/Rates
  - E Sub-Contracting
  - F Management Information
  - G Invoicing
  - H Complaints/Escalation Procedure
  - I Audit Process
  - J Termination
  - K KPIs and Other Requirements
  - L Variation to Standard Specification

## 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Chubb Fire & Security Ltd and UK Research and Innovation for the provision of Hard Facilities Management goods and services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Hard Facilities Management covered as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of service) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Hard Facilities Management to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Hard Facilities Management provision between the Supplier and Custome.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

## 3. Stakeholders

The primary stakeholders from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service. If different from the Authorised Signatory details listed on page 1 of this Agreement, please provide the names of the **primary stakeholders** associated with this SLA.

**Hard Facilities Management 2 Supplier Contact:** [REDACTED]

**Hard Facilities Management 2 Customer Contact:** [REDACTED]

## 4. Estimated Duration of Contract

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

## 5. Service Requirements

### A. Services Provided

Please detail the service(s) that will be provided by the Supplier to the Customer

**LOT 8 - Ancillary Estate Services**

8.2 Fire Safety Equipment & Maintenance

**Appendix A**  
**Specification**

**Tender Subject: ROE Fire Alarm Upgrade**

## Tender Reference Number: UKRI-3361

## 1. Introduction

UKRI, Science and Technology Facilities Council (STFC) is a public body of the Department for Science, Innovation and Technology (DSIT).

The ROE is a historic site which combines three organisations: STFC's UK ATC; the Institute for Astronomy (IfA), which is part of the University of Edinburgh; and the ROE Visitor Centre, which is run by UK ATC, but co-ordinates the outreach work of both UK ATC and IfA. The ROE is unique in combining on a single site astronomical research, forefront technology, teaching, public outreach, and a rich historical heritage. The Observatory site is also home to the Higgs Centre for Innovation, a business-focussed facility which supports startups and SMEs working in the space and data-intensive sectors, and encourages collaboration between researchers, engineers and post-graduate students.

There are nine occupied buildings on the ROE site and the scope of this requirement covers eight of them (Crawford Building is split into offices and labs). Only the original 1894 Observatory Building is not to be included.

UK Astronomy Technology Centre  
Edinburgh, Scotland



## 2. Requirement

The requirement is based on the outcomes of recent fires strategy surveys carried out across the site, with recommendations covering increased amount of detection and also changing of detection types due to the recent changes Scottish Fire & Rescue Service callout procedure. Replacement of the main panel and installation of individual building panels was also recommended.

The following sets out the required specification we wish to be addressed in the response and is covered in the Technical Compliance Sheet (Award Questionnaire Q.3.1).

### The Core requirements are as follows:-

A full outline of the specification is provided in **Annex 1**, broken down by building.

#### **a) Mandatory constraints/ services required.**

- The work is to be undertaken during standard working hours, Monday to Friday.
- The buildings will be occupied but arrangements for access can be made in advance into areas such as labs and meeting rooms

- All engineers must be suitably qualified to undertake the work specified
  - The installation must fully comply with BS 5839 for non-domestic premises
  - All detection must be compatible with Apollo bases
- b) Constraints that may preclude suppliers from accepting this specification.**
- A site visit is required for anyone wishing to bid. See Invitation to Tender document for details.
- c) Plans/ Drawings**
- See Annex 2 (Fire alarm zip file) for relevant plans of the existing fire alarm system.
- d) Project Timescales**
- Work MUST be completed and commissioned by 31<sup>st</sup> March 2024

### ANNEX 1 - Royal Observatory Edinburgh fire alarm upgrades

Building	Work required
1894	<ul style="list-style-type: none"> <li>• None - <b>not included in scope</b></li> </ul>
Lodge	<ul style="list-style-type: none"> <li>• Upgrade coverage to category L2</li> <li>• All detection to be multi-sensor (heat/smoke)</li> <li>• Hardwire additional detection</li> <li>• Internal sounders swapped for sounder/beacons</li> <li>• Upgrade main site panel</li> </ul>
Workshop	<ul style="list-style-type: none"> <li>• Upgrade coverage to category L2</li> <li>• All detection to be multi-sensor (heat/smoke) except on the workshop floor which remains heat detection</li> <li>• Hardwire additional detection</li> <li>• Install individual building panel cabled back to main panel</li> <li>• Internal sounders swapped for sounder/beacons</li> </ul>
South Building	<ul style="list-style-type: none"> <li>• Upgrade coverage to category L2</li> <li>• All detection to be multi-sensor (heat/smoke)</li> <li>• Detection to be wireless devices</li> <li>• Install individual building panel cabled back to main panel</li> <li>• Internal sounders swapped for sounder/beacons</li> </ul>
Villas	<ul style="list-style-type: none"> <li>• Upgrade coverage to category L2</li> <li>• All detection to be multi-sensor (heat/smoke)</li> <li>• Detection to be wireless devices</li> <li>• Install individual building panel cabled back to main panel</li> <li>• Internal sounders swapped for sounder/beacons</li> </ul>
Copeland House	<ul style="list-style-type: none"> <li>• Upgrade coverage to category L2</li> <li>• All detection to be multi-sensor (heat/smoke)</li> <li>• Detection to be wireless devices</li> <li>• Install individual building panel cabled back to main panel</li> <li>• Internal sounders swapped for sounder/beacons</li> </ul>
Bruck	<ul style="list-style-type: none"> <li>• Upgrade coverage to category L2</li> <li>• All detection to be multi-sensor (heat/smoke)</li> <li>• Detection to be wireless devices</li> <li>• Install individual building panel cabled back to main panel</li> <li>• Internal sounders swapped for sounder/beacons</li> </ul>
Crawford Offices	<ul style="list-style-type: none"> <li>• All detection to be multi-sensor (heat/smoke)</li> <li>• Internal sounders swapped for sounder/beacons</li> <li>• Install individual building panel cabled back to main panel</li> </ul>
Crawford labs	<ul style="list-style-type: none"> <li>• All detection to be multi-sensor (heat/smoke)</li> <li>• Internal sounders swapped for sounder/beacons</li> <li>• Install individual building panel cabled back to main panel</li> </ul>

	<ul style="list-style-type: none"> <li>• Explore possibility of linking lab compressor supply to fire alarm so they shut down in the event of an activation in that building</li> </ul>
Higgs	<ul style="list-style-type: none"> <li>• All detection to be upgraded to multi-sensor (heat/smoke)</li> <li>• Internal sounders swapped for sounder/beacons</li> </ul>

**All in-scope buildings:**

- External sounder/beacon at every entrance/exit
- In buildings that wireless equipment is installed the existing cabling to be capped and left once old detection is removed
- For wireless equipment please confirm battery lifespans
- Please confirm manufacturers of detection and panels that would be used

**Cause and Effect strategy:**

An activation in one building should only sound the alarm in that building. If, after 5mins, a false alarm has not been identified and the alarm is still sounding, a full evacuation should take place. The system should be programmed with this strategy.

**Annex 1 - Ends.**

**Annex 2 - Relevant plans of the existing fire alarm system.**

**See eSourcing portal Delta documentation uploaded (Fire alarm.zip).**

**Zip file Screenshot:**

Name	Size	Packed Si...	Modified
The Vilas-Ground FI-FA-AF-RevA-A1.pdf	372 399	352 358	2023-03-10 10:18
The Vilas-First FI-FA-AF-RevA-A1.pdf	362 409	343 989	2023-03-10 10:33
The Lodge-FA-AF-RevA-A1.pdf	362 694	344 192	2023-03-10 08:48
The Higgs-Second FI-FA-AF-RevA-A1.pdf	376 881	356 834	2023-03-13 08:50
The Higgs-Ground FI-FA-AF-RevA-A1.pdf	397 835	375 071	2023-03-16 10:36
The Higgs-First FI-FA-AF-RevA-A1.pdf	387 722	368 189	2023-03-13 08:28
The Higgs-Basement-FA-AF-RevA-A1.pdf	363 111	343 904	2023-03-10 15:36
South Building Upper Ground Floor-FA-AF-RevAA1-A1.pdf	367 134	347 604	2023-03-13 15:46
South Building Ground Floor-FA-AF-RevAA1-A1.pdf	369 446	349 380	2023-03-13 15:32
Mechanical Workshop-FA-AF-RevA-A1.pdf	369 464	350 323	2023-03-10 09:35
Crawford Building Ground Floor Offices-FA-AF-RevA-A1.pdf	392 308	372 145	2023-03-13 13:57
Crawford Building Ground Floor Labs-FA-AF-RevA-A1.pdf	361 337	342 206	2023-03-13 14:43
Crawford Building First Floor Offices-FA-AF-RevA-A1.pdf	373 144	353 372	2023-03-13 14:24
Crawford Building First Floor Labs-FA-AF-RevA-A1.pdf	358 632	339 336	2023-03-13 14:55
Copeland House-Ground FI-FA-AF-RevA-A1.pdf	373 066	353 623	2023-03-10 08:54
Copeland House-First FI-FA-AF-RevA-A1.pdf	361 960	341 873	2023-03-10 09:07
Bruck Building-Upper Ground FI-FA-AF-RevA-A1.pdf	427 222	402 460	2023-03-13 12:45
Bruck Building-Lower Ground FI-FA-AF-RevA-A1.pdf	377 225	357 304	2023-03-16 10:41

**Annex 2 Ends.**

**B. Business Hours**

Suppliers are required to provide and operate a single point of contact through which the Customer can contact the Supplier

Business office hours and contact details and Out of hours contact details :

- Office Hours 0344 879 1723 option6
- Out of hours 0344 879 1770

**C. DBS**

The Customer should detail the level of DBS check requirement

*Not required*

**D. Price/Rates inc. estimated total value**

Table 1: CORE Requirements	BIDDER #1:			Chubb fs	
Item Number	Requirement	Quantity	Unit Price (£)	Total Price	Notes & Comments
1	for [REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]
2	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]
3	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]
4	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]
5	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]
6	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]
7	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]
8	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]
9	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]
				<b>TOTAL CONTRACT PRICE</b>	£ [REDACTED]

**E. Sub-contracting**

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for liability and ensuring standards are maintained in line with the framework and this SLA.

*Not Applicable*



## F. Management Information (MI)

Suppliers should provide Management Information as standard on a monthly basis. Customers should detail any additional management information required and the frequency of provision here.

Not required.

## G. Invoicing

Please detail any specific invoicing requirements here

- 1 All invoices should be sent, quoting a valid purchase order number (PO Number) provided by UKRI, to: UK Research and Innovation c/o UK SBS Ltd, Polaris House, North Star Avenue, Swindon, SN2 1FF.
- 2 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](mailto:finance@uksbs.co.uk) or by telephone 01793 867000 between 09:00-17:00 Monday to Friday.

## H. Complaints/Escalation Procedure

The standard procedure is detailed below

*In the first instance, the Customer and Supplier should work together and attempt to resolve any issues locally. Should this approach fail to result in a satisfactory outcome for the Customer, the issue should be escalated to NHS SBS. NHS SBS will then attempt to resolve the issue to the satisfaction of the Customer. Should this approach not result in a satisfactory outcome, the Customer may decide to terminate the Service Level Agreement in accordance with the terms of the framework.*

### Liaison & Disputes

- 3 For general liaison your contact will continue to be [REDACTED]
- 4 Disputes shall be escalated to the following individuals:
  - (a) Stage 1 escalation:  
UKRI: [REDACTED]  
Supplier: [REDACTED]
  - (b) Stage 2 escalation:  
UKRI: [REDACTED]  
NHS SBS: [REDACTED]  
  
Supplier: [REDACTED]

## I. Audit Process

Please detail any Customer audit requirements

Not required.

**J. Termination**

The standard procedure is detailed below

*Persistent failure by the Contractor to meet the agreed service levels as specified within the SLA may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service*

*Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue. Should this approach not result in a satisfactory outcome, the Customer may decide to terminate the Service Level Agreement in accordance with the terms of the framework.*

**K. KPIs and Other Requirements**

Please list and agree the key requirements of the service

No KPIs

Completion absolute latest : 31 March 2024

**L. Variation to Standard Specification**

Please list any agreed variations to the specification of requirements

None

**M. Other Specific Requirements**

Please list any agreed other agreed requirements

None

**UKRI – PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:**

**[nsbs.estatesfacilities@nhs.net](mailto:nsbs.estatesfacilities@nhs.net)**

Shared vision.  
**Better together**



Shared Business Services

## **NHS Shared Business Services Limited**

Registered in England, No. 5280446

Registered address:

Three Cherry Trees Lane, Hemel Hempstead, Hertfordshire, HP2 7AH

**[www.sbs.nhs.uk](http://www.sbs.nhs.uk)**