

SECTION 3

OPERATIONAL SERVICES SPECIFICATION

Introduction

The Contractor will be required to provide services in accordance with the provisions of this Section 3 of the Authority's Requirements throughout the Operational Services Period

Scope of Service

The Contractor will provide a complete facilities management and lifecycle management service in respect of the New Project Facilities in accordance with the terms of Clause 23.2 of this Agreement.

Availability Standard and Performance Standards

This section contains the Availability Standards and Performance Standards used to determine the standard of each Service to be delivered by the Contractor in terms of this Agreement.

Service Response Priorities

The undernoted descriptions are given solely as indicators of the relative importance of the Priorities 1 to 5 shown below in the Performance Standards

Priority	General Description
1	Matters giving rise to, for example, an immediate health & safety or security risk
2	Matters that, for example, prevent or severely inhibit the Authority from conducting its normal operations within the New Project Facilities.
3	Matters that, for example, have a detrimental effect to the beneficial occupation of the New Project Facilities by the Authority or for Community Use.
4	Matters that, for example, relate only to the ongoing provision of an acceptable standard of accommodation
5	Matters, for example, of a minor or routine nature

B.5.2 FM Availability and Performance Requirements – Accommodation

Service Objective	To provide accommodation in accordance with Authority's Requirements and Legislation
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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standards	Performance Standards	Priority	Rectification Temporary/ Permanent
Accommodation Available	All New Project Facilities to comply with Legislation.	No failure of any New Project Facility in whole or in part to meet the requirements of Legislation. Availability Standard will apply to the affected area only.			None
	All New Project Facilities to be accessible.	No failure to allow the Authority or Authority Related parties to use the New Project Facilities to gain physical access (including ingress and egress) to the New Project Facilities during Core Times or Flexible Use Hours.			None
	All New Project Facilities to be safe.	No failure of the New Project Facilities to be free from risk to health and safety of all persons.			None

B.5.3 FM Availability and Performance Requirements – Security Provision

Statement of Service Objectives	To ensure security of all New Project Facilities to ensure the safety and security of Authority Related Parties and any other persons who have reason to visit the New Project Facilities during Core Times and Flexible Use Hours. To prevent physical damage to and theft from premises and to provide controlled access to the New Project Facilities.
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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standards	Performance Standards	Priority	Rectification Temporary/ Permanent
1. General security services	All contractors shall be logged in and out of the New Project Facilities and shall be supervised by the Contractor at all times whilst attending the New Project Facilities during Core Times and Flexible Use Hours.	No occasion of unauthorised persons gaining unsupervised access to the New Project Facilities			None
2. Open up and close down the New Project Facility at the beginning and end of Core Times and Flexible Use Hours.	The Contractor will open the New Project Facilities for Authority Related Parties at the start of Core Times and Flexible Use Hours.	No failure to open the New Project Facilities for Authority Related Parties at the start of Core Times and Flexible Use Hours			None where there is a janitor on site/15 min permanent otherwise.
	The Contractor will secure the New Project Facility at the end of Core Times and Flexible Use Hours.		No occasion of leaving the New Project Facility unsecured at the end of Core Times and Flexible Use Hours.	1	None where there is a janitor on site/30 min permanent otherwise
	The Contractor will ensure that all security systems are activated at the end of Core Times and Flexible Use Hours.		No failure to activate security systems at the end of Core Times and Flexible Use Hours.	1	None

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standards	Performance Standards	Priority	Rectification Temporary/ Permanent
	The Contractor will ensure that all persons have vacated the New Project Facility at the end of Core Times and Flexible Use Hours.		No failure to comply with the specific requirement.	2	None
	The Contractor will open up the New Project Facility for Flexible Use on receipt of 2 Business Days notice from the Authority in terms of Clause 29.2.	No failure to open the New Project Facility as notified.			30 minutes permanent
3. Provide a security service to the public areas	The Contractor will provide a visible presence. Patrols of secure boundary will be undertaken to an agreed minimum frequency to demonstrate presence.		No failure to provide visible presence within New Project Facilities to agreed minimum frequency of patrols.	3	1 day permanent
	The Contractor will provide a failsafe mechanism for security personnel to be summoned where required.		No occasion of not being able to alert the Contractor to the occurrence of an Emergency Incident An Emergency Incident means any incident that presents a serious or immediate risk to the health and safety of person.	1	30 minutes permanent
	The Contractor will respond to all Emergency Incidents.		No failure to attend an Emergency Incident within one hour, or in the case where no janitor on site, 2 hours	1	None
4. Provide out of hours security and keyholder response.	Provision will be made for functioning remote monitoring of intruder systems and external notification to keyholder/Contractor of alarms outwith Core Times and Flexible Use Hours.		No failure of remote monitoring systems to detect an intruder.	1	None
			No failure of remote monitoring systems to communicate activation to keyholder/Contractor	1	None

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standards	Performance Standards	Priority	Rectification Temporary/ Permanent
5. Manage the access of all Authority Related Parties into the New Project Facilities.	Allow access to the New Project Facility for Authority Related Parties recognising the Authority's obligation to allow physical access of Authority Related Parties during Core Times and Flexible Use Hours.	No occasion as a result of a failure by the Contractors installed security/access control/alarm systems of persons other than Authority Related Parties gaining access to the New Project Facilities during Core Times and Flexible Use Hours.			None
			No occasion of Authority Related Parties failing to gain access during Core Times and Flexible Use Hours.	3	2 hours permanent

B.5.4 FM Availability and Performance Requirements - Energy Management and Utilities Supply

Statement of Service Objectives	<p>To provide a constant supply of, where possible mains water, gas and electricity as required ensuring the Performance Standards and Availability Standards are met.</p> <p>To provide for the removal from the New Project Facilities of all effluents including, but not limited to, sewage, run-off, disposal from science and technical laboratories, etc</p> <p>To carry out appropriate risk assessments for the safe removal of effluents in accordance with Legislation.</p> <p>To monitor and manage consumption of energy in accordance with the principles of sustainability, energy efficiency and the policy of the Authority.</p>
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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirements	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
1. Maintain necessary water supplies	Provide a constant supply of water to the New Project Facility.	No occasion of any failure to supply water to the New Project Facility.			1 hour temporary/2 hours permanent
	Provide a constant mains supply of cold, potable water in the following areas: [fountains, kitchen/food prep areas/HE/public areas, etc (all as indicated in the Room Data Sheets		No occasion of failure to meet the specific requirement.	2	2 hours temporary/1 day permanent
2. Provision for the removal of water run-off and sewage from New Project Facility.	Provide for the removal of all sewage and run-off water from the New Project Facility.		No occasion of a drain, sewer, or gully within the New Project Facility not being free flowing and free from foul odours.	3	1 day temporary/5 days permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirements	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
3. Maintain necessary gas supplies	Provide a constant supply of gas to the New Project Facility.	No occasion of any failure to supply gas to the New Project Facility.			None
	Maintain a safe gas distribution system within the New Project Facility		No occasion of any gas leak or the gas distribution system being in an unsafe condition	1	5 minutes temporary/1 hour permanent
	Provide a constant and safe supply of gas within all New Project Facilities at all times to permit occupation of all Areas in accordance with Legislation, Guidance and Good Industry Practice.		No occasion of any failure to distribute gas in accordance with the Authority's Requirements.	2	30 mins/1 hour permanent
4. Maintain necessary electricity supplies	Provide a constant supply of electricity to the New Project Facility.	No occasion of any failure to provide electricity to the New Project Facility.			2 hours temporary/1 day permanent
	Maintain electrical distribution system within the New Project Facility.	No occasion of electrical distribution system being in an unsafe condition			1 hour temporary/1 day permanent
	Ensure that electricity supply to Critical Systems remains uninterrupted following failure of mains supply. "Critical Systems" means any system critical to the running of the New Project Facilities, being emergency lighting, telephones, access control systems, other security systems and CCTV systems	No occasion of failing to maintain uninterrupted electricity supply to Critical Systems			None

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirements	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
5. Energy consumption management	The Contractor shall establish and implement energy saving strategies (including separate heating, lighting and ventilation strategies), all with agreement with the Authority.		No failure to propose an energy saving strategy, for agreement with Authority. No failure to undertake appropriate tasks required as part of agreed energy saving strategies.	4 4	General strategy within 1 month from Service Availability Date, specific New Project Facility strategy to follow to an agreed programme
	Detailed records of consumption must be taken and collated by the Contractor by means of a shared electronic database or any other manner agreed with the Authority.		All current and historic consumption data available on request.	5	15 days permanent
	The Contractor will produce energy consumption reports to the Authority quarterly.		No failure to produce regular reports on energy consumption	5	15 days permanent

B.5.5 FM Availability and Performance Requirements - Project Facility Fabric and Services Maintenance

Statement of Service Objectives	To provide preventative and reactive maintenance at the New Project Facilities to keep the New Project Facilities in accordance with the Agreement.
Background Information	<p>Subject to Clause 24.4 of this Agreement, maintenance activity must ensure that the use of the New Project Facilities can continue.</p> <p>All maintenance and alteration to trunking, and outlet points for IT infrastructure will be the responsibility of the Contractor.</p> <p>The Catering Service Provider will be responsible for eliminating health and safety hazards within the Kitchen Facilities and will liaise with the Contractor on matters relating to the maintenance and repair of the Kitchen Facilities.</p> <p>The Catering Service Provider will be responsible for PAT testing all portable equipment it uses at a New Project Facility. It will also be responsible for liaising with the Contractor where new equipment is brought onto a New Project Facility.</p>

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent	
1. To provide a planned maintenance function designed to minimise breakdown and extend asset life.	The Contractor shall prepare and submit a Maintenance Programme to the Authority's Representative in accordance with Clause 24.4.1.1 of this Agreement.		No occasion of service failure as a result of insufficient planned maintenance activity.	3	1 month	
	The Contractor shall prepare and submit a Maintenance Programme to the Authority's Representative in accordance with Clause 24.4.1.2 of this Agreement.		No occasion of failure to comply with the specific requirement.	3	2 weeks perm	
	the Authority will be entitled to comment on the Maintenance Programme in accordance with the Review Procedure and where required in terms of the review procedure, the Contractor will issue an amended Maintenance Programme in accordance with the Review Procedure.		No occasion of failure to comply with the specific requirement.			2 weeks
	The Contractor shall undertake planned maintenance for all New Project Facilities in accordance with the Maintenance Programme unless there is an Urgent need or Clause 24.4.7 applies.			No occasion of the Contractor carrying out maintenance (including lifecycle replacement and repair works other than (i) as specified in the Maintenance Programme, (ii) as permitted in terms of Clause 24.4, or (iii) where the New Project Facilities or relevant part thereof are not required for their intended use.	3	1 week perm

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
	Maintain environmental conditions within the limits as contained in Section B.4 of the Authority Requirements within the New Project Facilities	No failure to maintain the environmental conditions.			2 hours temporary/2 days permanent Exception – Kinlochleven and Portree – 24 hours temp/48 hours perm
2. Provide a reactive maintenance service	Respond to all breakdowns (including breakdowns affecting fittings, fixtures and plant) and damage incidents reported to the Helpdesk		No occasion of failure to restore New Project Facility to meet the Authority Requirements	2	2 hours temporary/2 days permanent Exception – Kinlochleven and Portree – 24 hours temp/48 hours perm
3. Provide for the safe use of lift equipment	Provide failsafe means of immediate notification to the Contractor in the event of persons being trapped in lifts.		No instance of communication systems not being available to notify to Contractor in the event of persons being trapped in lifts.	3	None
	Secure the release of any trapped person/s within 30 minutes of notification in accordance with an appropriate procedure to ensure the safety of the trapped person/s and others.		No instance of not releasing a trapped person within 30 minutes of notification	2	None

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
4. Maintain and manage the IT infrastructure and telecommunications network installation and satellite communications	Maintain a: (a) working and maintained telephone system including handsets; and (b) a cabled system in Information Technology and Communication System with all RU45 sockets in the New Project Facility connected to hub patch panels and hubs connected by fibre optic cables	No failure of Service.			1 hour temporary / 1 day permanent
5 Maintain the condition of internal & external finishes to the accommodation in accordance with Authority Requirements.	Internal wall finishes will be routinely maintained and periodically redecorated.	No occasion of failure to provide internal wall finishes	No occasion of failure to provide internal finishes free from defects and visible disfigurement other than due to fair wear and tear.	4	2 days temporary/10 days permanent 1 day permanent
	Carpet and other floor finishes will be routinely maintained and periodically renewed.		No occasion of failure to provide safe and acceptable standards in relation to quality having regard to fair wear and tear.	4	2 days temporary/10 days permanent
		No occasion of failure to provide carpet and other floor			1 day perm

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Per manent
	Aspects of the internal finishes, or fair-finished elements (e.g. ceiling tiles), in the building other than those noted above will be subjected to Routine Maintenance.		No occasion of failure to provide safe and acceptable standards in relation to quality taking account of fair wear and tear.	4	2 days temporary/10 days permanent
		No occasion of failure to provide internal finishes or fair finished elements in accordance with Authority's Requirements			1 day perm
	External finishes will be routinely maintained and periodically redecorated.		No occasion of failure to provide safe and acceptable standards in relation to quality in line with programme requirements taking account of fair wear and tear	4	2 days temporary/10 days permanent

B.5.6 FM Availability and Performance Requirement - Portage and Churn Management

Statement of Service Objectives	Provide a service for the distribution of items within each New Project Facility for the Authority. Move furniture, equipment and effects within a New Project Facility in accordance with the Performance Standards at the reasonable request of the Authority.
Background Information	In any situation whereby the Contractor fails to rectify the failure to provide Services within the given Rectification Period, and the failure cannot be directly attributed to any Gross Service Unit the Contractor will incur a Minimum Availability Deduction for each Day in which the failure to provide Services remains outstanding.
General Requirements	<p>The Authority will retain responsibility for the receipt of incoming mail and goods, which are solely connected with the function of the Authority.</p> <p>The Contractor will perform all necessary manual handling risk assessments, as required by Legislation, in relation to portage activities undertaken at the request of the Authority.</p> <p>The Contractor will be responsible for replacing any item owned by the Authority, which is damaged or lost as a result of their negligent performance of the portage and furniture reorganisation service.</p> <p>Minor Moves are defined as: i) room reorganisation involving the furniture and equipment normally contained within 2 or fewer classrooms and associated storage or other furniture; ii) relocation of any number of Authority personnel within a New Project Facility where furniture remains static.</p> <p>Major Moves are defined as: i) room reorganisation involving the furniture and equipment normally contained within 3 or more classrooms ii) reorganisation and/or relocation of any equipment which requires specialist installation</p>

Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
1 Furniture and Equipment Reorganisation	The Contractor must plan and execute all Major Moves of furniture and equipment reorganisation within a New Project Facility as required by the Authority with the minimum of disruption. The Council shall give the Contractor 2 Business Days notice for such Major Moves.		No failure of the Contractor to plan and execute the Authority requested Major Moves of furniture and equipment reorganisation.	1	1 hours permanent
	The Contractor shall plan and execute Minor Moves and reorganisation of flexible furniture (including halls, venues, demountable stages and meeting rooms, etc.) in accordance with the request of the School Representative, acting reasonably. A minimum of 2 hours notice will be given.		No failure of the Contractor to plan and execute the Authority requested Minor Moves of flexible furniture reorganisation.	1	None
	The Contractor must arrange for the setting out of pupil desks and chairs for examination purposes in accordance with the requirements of the Scottish Qualification Authority, or equivalent. A minimum of 2 weeks notice will be given by the Authority.	No failure of the Contractor to plan and execute the Authority requested setting out of examination desks in accordance with SQA requirements.			

Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Per manent
Dining Room Furniture	The Contractor shall set out and clear away any tables and chairs in the dining rooms in accordance with the request of the School Representative.		No failure of the Contractor to clear away tables and chairs as requested by School Representative.	1	30 minutes permanent where there is a janitor on site/2 hours permanent otherwise
General Porterage service	The Contractor shall manage delivery of and arrange for, or assist the Authority in, the movement of equipment and goods within the New Project Facilities, on request by and as agreed with the Authority (acting reasonably), during Core Times and Flexible Use Hours. Such moves may entail, but not be limited to, the following: delivery of heavy or bulky goods to various locations within the New Project Facilities, Movement of equipment and goods within a Project Facility as required.		No failure of the Contractor delivering a general porterage service.	2	2 hours permanent

B.5.7 FM Availability and Performance Requirements – Grounds Maintenance

Statement of Service Objectives	To ensure that the grounds and external traffic routes within the curtilage of each Site are maintained to a high aesthetic standard and are safe for all users.
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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
1. Provide for the maintenance and upkeep of soft landscaped areas	Maintain grassed areas which are not wild flower areas such that they are: generally free of weeds, moss or other extraneous growth in healthy growth during the growing season with generally no bare patches kept at the specified length. Grass cuttings to be removed neatly cut to the edge of any borders generally free from ruts or other disruption to the normal contour of the surface; and generally free of litter and foreign matter such as stones, brick, glass and animal faeces		Grass areas to be maintained at a cut level height not exceeding 25 mm	3	2 days permanent
			Edgings between grassed areas and non-grassed areas to be maintained at a cut level height not exceeding 30 mm	4	2 days permanent
			Grassed Areas to be generally free of weeds,	4	2 days permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
	<p>All trees, perennial plants and shrubs must be maintained such that: generally they are in healthy and vibrant growth during the growing season. trees & shrubs are kept to an appropriate height to be agreed with the Authority. Trees, plants or shrubs do not overhang, or otherwise obstruct, pedestrian or vehicular traffic routes. dead or dying trees, perennial plants or shrubs are replaced without detriment to the overall aesthetic effect of the landscaping. Herbaceous borders are kept generally free of weeds.</p> <p>Tree management plan to be established. Trees should be inspected, mapped and recorded at each site. Records should be maintained during the progress of any works at the sites. Special maintenance provision will apply to areas maintained for their ecological status and for educational purposes.</p>		<p>Plant growth to be contained within bed area and below sill height where adjacent to windows.</p> <p>Bark mulch to plants to be maintained at a depth not less than 75 mm following application.</p> <p>Plants not to obstruct adjacent pathways.</p> <p>No evidence of arisings from grass cutting, weeding and shrub maintenance following carrying out of the same.</p> <p>Planted areas to be generally free of weeds</p>	<p>4</p> <p>4</p> <p>3</p> <p>4</p> <p>4</p>	<p>2 days permanent</p> <p>2 days permanent</p> <p>1day temporary/5 days permanent</p> <p>2 days permanent</p> <p>2 days permanent</p>

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
2 Provide for the maintenance and upkeep of sports areas	<p>Maintain grassed areas such that they are:</p> <ul style="list-style-type: none"> generally free of weeds, moss or other extraneous growth; generally in healthy growth with no bare patches, fair wear and tear excepted and taking account of their use; kept at the specified length; neatly cut to the edge of any borders; generally free from ruts or other disruption to the normal contour of the surface and adequately drained; As specified in Room Data Sheets and as per Scottish Sports Council Guidance; equipped with goal as per Scottish Sports Council Guidance s; generally free of litter, leaves and foreign matter such as stones, brick, glass and animal faeces; 	No failure to provide drainage and/or achieve playable surface in grassed areas	<p>Grass areas to be maintained at a cut level height not exceeding 25 mm</p> <p>Edgings between grassed areas and land surfaces to be maintained at a cut level height not exceeding 30 mm</p>	<p>3</p> <p>4</p>	<p>None</p> <p>1 day temporary/ 5 days permanent</p> <p>1 day permanent</p>

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
			<p>Following the date for completion of the growing cycle in respect of the relevant New Project Facility specified in Section B of Schedule Part 4 (<i>New Project Facilities</i>) No failure to keep sports areas generally free from weeds</p>	4	2 days permanent
			<p>Following the date for completion of the growing cycle in respect of the relevant New Project Facility specified in Section B of Schedule Part 4 (<i>New Project Facilities</i>), line markings to be legible in accordance with Scottish Sports Council Guidance</p>	3	2 days permanent 1 day permanent
		Goalposts structurally sound	Goalposts painted in accordance with Scottish Sports Council Guidance	3	None 1 day temporary/ 5 days permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
	<p>Maintain hard sports areas such that they are: generally free of weeds, moss or other extraneous growth of a level surface allowing surface water run-off generally free from ruts or other disruption to the normal contour of the surface. lined in accordance with utilisation requirements equipped with goal posts in accordance with Scottish Sports Council Guidance generally free of litter and foreign matter such as stones, brick, glass and animal faeces</p>	<p>No failure to provide tarmac surface drainage and/or playable surface free of standing water for tarmac sports access</p> <p>Goalposts in tarmac sports areas structurally sound</p>	<p>No failure to control the growth of weeds.</p> <p>Line markings to be legible in accordance with design guides</p> <p>Goalposts painted in accordance with design guides.</p>	<p>4</p> <p>3</p> <p>3</p>	<p>1 day temporary/5 days permanent</p> <p>2 days permanent</p> <p>1 day permanent</p> <p>None</p> <p>1 day temporary/5 days permanent</p>
	<p>Maintain synthetic all-weather surfaces such that they are: generally free of weeds, moss or other extraneous growth of a level surface allowing surface water run-off</p>	<p>No failure to provide drainage and/or playable surface free of standing water for synthetic all weather pitches</p>			<p>1 day temporary/5 days permanent</p>

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
	free from ruts or other disruption to the normal contour of the surface. lined in accordance with utilisation requirements equipped with goal posts in accordance with utilisation requirements generally free of litter and foreign matter such as stones, brick, glass and animal faeces	Goalposts on synthetic all weather surfaces structurally sound	No failure to control the growth of weeds. Line markings to be legible in accordance with [design guides] Goalposts painted in accordance with [design guides].	4 3 3	2 days permanent 1 day permanent None 1 day temporary/5 days permanent
3. Provide for the maintenance and upkeep of hard landscaped areas.	All external hard surfaces including but not limited to paths, roads, car parks, gravel strips and other paved areas must be kept generally free of weeds, moss, lichen or any other organic material and litter.		No failure to control the growth of weeds. No occasion of slip or trip hazards.	4 1	2 days permanent 1 hour permanent
	Maintain the functionality of external hard surfaces.		Surfaces of hard landscape areas to be free draining	3	1 day temporary/5 days permanent
	All hard standing markings to be clearly visible		All hard standing markings to be clearly visible	4	2 days permanent
	Maintain the safety of external hard surfaces.		No occasion of slip or trip hazards or surface not being materially intact.	1	1 hour temp/2hour temp where no site presence/2 day permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
	The Contractor will monitor weather reports and forecasts and ensure that: grit is spread on all roads, car parks and walkways in the New Project Facility whenever there is a risk of surface ice or snow fall. snow is cleared from all access roads, car parks (excluding parking bays) and pathways overnight in the event of heavy snowfall		No failure to respond to overnight severe weather and grit roads, car parks and walkways prior to the commencement of the Core Times and/or Flexible Use Hours.	2	None, save where the Authority declares Project Facility closed, when no deduction will apply
	The Contractor will ensure that all vehicular and pedestrian access/egress routes and car parks within the New Project Facility boundaries are clear of snow and ice and are safe for all users throughout the Core Times and/or Flexible Use Hours.		No failure to keep all vehicular and pedestrian access/egress routes and car parks within the New Project Facility boundaries are clear of snow and ice and are safe for all users throughout the Core Times and/or Flexible Use Hours.	2	30 minutes permanent, save where the Authority declares Project Facility closed, when no deduction will apply
	The Contractor will ensure that grit/rock salt does not damage vegetation within the sites of the New Project Facilities.		No failure to protect trees and planted areas from damage by rock salt / grit	5	15 days permanent
	The Contractor will ensure that any build up of grit/rock salt is removed at the end of the winter period		No failure to remove any build up of grit / salt at the end of the winter period	5	15 days permanent
4. Special Projects / Educational Support	Periodically liaise with the Authority in the development of materials and activities to support the New Project Facility's curriculum (as agreed with the Authority)		No failure to liaise and to provide assistance to agreed programme and brief where Authority meet costs of support (other than in respect of liaison).	4	To agreed programme.

B.5.8 FM Availability and Performance Requirements – Cleaning

<p>Statement of Service Objectives</p>	<p>To provide a clean, and tidy environment consistent within the provision of Educational Services. To enable all Authority Related Parties and Community Use users to use the conveniences safely and hygienically. The Contractor will determine the appropriate frequencies for cleaning to suit the needs of the provision of Educational Services and Flexible Use.</p>
<p>Background Information</p>	<p>Subject to the terms of Schedule Part 21 (Catering Arrangements) All areas and elements of the Building, including furniture, fixtures, fittings and equipment will be included in the cleaning requirement unless otherwise stated.</p> <p>All consumables (toilet paper, soap, liquid soap, hand towels, air driers and dispensers etc) will be provided by the Contractor.</p> <p>Cleaning of Kitchen Facilities on and during the School Day will be the responsibility of the Catering Service Provider</p> <p>Cleaning of dedicated dining areas on and during the School Day will be the responsibility of the Catering Service Provider during and immediately after mealtimes.</p> <p>Deep cleaning of Kitchen Facilities and cleaning above 2m will be the responsibility of the Contractor and shall be undertaken on an agreed programme.</p> <p>The Catering Service Provider will be responsible for chewing gum removal in Kitchen Facilities and dedicated dining areas.</p> <p>The Contractor will empty internal waste/litter bins daily or on an as required basis</p> <p>In the Rectification description below, where the Rectification time allowed before deductions apply is one day or more – the following definition will apply:</p> <p>“1 day” means the earlier of</p> <ul style="list-style-type: none"> i) one day (24 hours), or ii) the commencement of Core Times or Flexible Use Hours the next day in which the New Project Facilities are to be available subject to the nature and extent of the failure or reactive service needed and to agreement of the full Rectification Period by the parties acting reasonably.

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent* (see above)
1. General Cleaning	Attend to any spillages (including bodily fluid spillages), and other emergency cleaning requirements, during Core Times and Flexible Use Hours		No failure to make safe emergency cleaning situation where the Contractor has a site presence.	1	30 mins permanent
	The Contractor will ensure that the area affected by the emergency cleaning requirement is restored to Statement of Service Objectives.		No failure to restore Project Facility to meet Authority's Requirements.	1	1.5 hour permanent
	In the event of graffiti on the inside of the New Project Facility the Contractor must take appropriate measures to ensure that it is removed or obscured from public display.		No failure to remove from sight any visible graffiti.	3	2 hours temporary/ 5 days permanent
	The Contractor must provide a permanent remedy to graffiti where the original graffiti was obscured.		If obscured as initial remedy then no failure to fully restore the New Project Facilities in accordance with Authority's Requirements.	4	5 days permanent
	In the event of graffiti on the outside of the New Project Facility the Contractor must take appropriate measures to ensure that it is removed or obscured from public display.		No failure to remove from sight any visible graffiti	3	2 hours temporary/ 5 days permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent* (see above)
	The Contractor must provide a permanent remedy to graffiti where the original graffiti was obscured.		If obscured as initial remedy then no failure to fully restore the New Project Facility in accordance with Authority's Requirements	4	5 days permanent
2 Food preparation cleaning	Perform cleaning to food preparation areas which are not Kitchen Facilities to a standard required to ensure equipment operation and life and an environment compliant with Legislation.	No failure to undertake cleaning to food preparation areas which are not Kitchen Facilities in accordance with Legislation			2 hours permanent
3. Hard floor cleaning	All hard floor coverings including edges shall be cleaned in such a way as shall preserve the floor coverings. The process should ensure all floor areas are free from debris, dust, dirt, spillage and scuff marks to display an even lustre on completion. Any stains and deposits should be removed.		<p>No accumulation of ingrained/impacted dirt, including in crevices corners and edging.</p> <p>No accumulation of slurry, soap or residues from cleaning agents. No slippery floor surfaces, powdering discoloration, build up or scuffing</p> <p>No occasion of dirt or debris under desks etc. around edges of furniture, corners and other areas difficult to access.</p>	<p>3</p> <p>3</p> <p>3</p>	<p>1 day permanent</p> <p>1 day permanent</p> <p>1 day permanent</p>

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent* (see above)
4. Soft floor coverings	All soft floor coverings including edges shall be free from debris dust and dirt. Any stains and deposits should be removed		<p>No accumulation of ingrained/impacted dirt, particularly in crevices corners and edging.</p> <p>No evidence of any accumulation of slurry, soap or residues from cleaning agents. Slippery floor surfaces, powdering discoloration, build up and scuffing.</p> <p>No evidence of dirt or debris under desks etc. around edges of furniture, corners and other areas difficult to access.</p>	<p>3</p> <p>3</p> <p>3</p>	<p>1 day permanent</p> <p>1 day permanent</p> <p>1 day permanent</p>

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent* (see above)
5. Slip resistant floors	Floor surfaces having a slip resistant property, shall remain slip resistant.		No accumulation of ingrained/impacted dust particularly in crevices, corners and edges.	3	1 day permanent
			No evidence of any accumulation of slurry, soap or residues from cleaning agents, slippery floor surfaces, powdering discolouration, build up and scuffing.	3	1 day permanent
			No evidence of dirt and debris under desks, around edges of furniture, corners and other difficult to access areas.	3	1 day permanent
6. Entrance Mats loose and fixed	Both sides (where appropriate) of all entry-matting and the floor areas beneath the entry matting shall be free of surplus accumulations of dust, debris and soiling. Top side of entrance-matting shall be free from all litter, debris and dirt.		No accumulation of ingrained/impacted dirt, particularly in crevices corners and edging.	3	1 day permanent
			No misuse of inappropriate cleaning agents.	3	1 day permanent
7. Stairs/landings	All stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and guards must be free from dust, debris, stains and marks.		No evidence of debris, fresh stains and spillage.	3	1 day permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent* (see above)
8. Internal glass and mirrors	All glass/mirrors (excluding external windows) shall be free of dust, void of stains and a streak/smear free finish achieved.		No evidence of build up in corner areas, around fixtures, streak marks, smears or heavy finger marking.	4	2 days permanent
9 Paintwork, walls, doors and skirtings	All paint work on walls and doors, including framework, and skirting shall be void of stains and markings (non graffiti) ingrained dust, dirt and cobwebs with a streak/smear free, even finish achieved with no visible water marks/tidemarks. No fresh marks and stains shall be evident.		No evidence of stains, accumulation of dirt and debris particularly on edging and in corners; no cobwebs, watermarks and tidemarks.	4	2 days permanent
10. Ceilings	10.1 All ceiling surfaces shall be free from cobwebs and other matter, dirt or debris (including chewing gum).		No evidence of cobwebs and/or other matter, dirt or debris (including chewing gum).	4	2 days permanent
11. Furniture, fixtures and fittings and equipment including architectural Ironmongery,	All furniture, fixtures and fittings and equipment including architectural ironmongery shall be cleaned in accordance with Good Industry Practice. The process should ensure furniture, fixtures and fittings are free from dust and void of fresh stains and spillage, with a streak/smear free finish achieved. All sinks, wash-hand basins, surfaces and their associated visible service pipework, splash backs, taps, chains and plugs shall be void of all soiling, detergent and/or water		No evidence of accumulated grime, dirt deposits, chemical build up and/or stains resulting from cleaning processes.	2	1 day permanent
12. Blinds	Blinds shall be cleaned in accordance with Good Industry Practice. The process should ensure blinds are free from dust and stains.		No evidence of dust and stains on blinds.	5	15 days permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent* (see above)
13. Waste receptacles	All waste receptacles shall be clean, dry, dust/dirt free and a substantially odour free finish achieved.		No occurrence of an overflowing waste receptacle.	3	1 day permanent
			No failure to prevent the receptacles from becoming foul smelling and/or heavily soiled	3	2 hours permanent
			No failure to replace bin liners where appropriate.	2	1 day permanent
14. Shelves, glass displays, bookcases and cupboard interiors (if free from encumbrance).	Shelves, glass displays, book cases and cupboard interiors shall be free of dust, ingrained dirt, streak marks, smears or heavy build up particularly in corner areas.		No evidence of dust, ingrained dirt, streak marks, smears or heavy build up particularly in corner areas.	3	1 day permanent
15. Furniture (internal/underside) (if cleared for cleaning purposes)	Desks, tables, chairs shall be cleaned in accordance with Legislation, Guidance and Good Working Practice so as to ensure that the furniture is free from chewing gum deposits, ingrained dust and accumulated dirt.		No evidence of chewing gum deposits, ingrained dust and accumulated dirt.	3	5 day permanent
16. High level ledges and surfaces (if cleared for cleaning purposes)	High level ledges and surfaces (if cleared for cleaning purposes) shall be cleaned in accordance with Good Industry Practice. Free from ingrained dirt and dust and void of all stains and markings.		No evidence of ingrained dirt and dust, void of all stains and markings.	5	15 days permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
17. Light fittings, reflectors and diffusers	Light fittings, reflectors and diffusers should be cleaned appropriately to ensure their protection. They shall be free from ingrained dirt, dust and debris and void of all stains and markings.		No evidence of ingrained dirt, dust and debris and void of all stains and markings.	4	5 days permanent
18. Toilet hygiene	Provision should be made to ensure that toilet facilities will be free of any foul odours. The cleaning process should ensure protection of all surfaces. All sinks, baths, WC's, urinals, cisterns, drinking fountains and shower heads should be free of all stains, ingrained dirt, build up of limescale, peat deposits, and dry germ, streak/smear free finish achieved.		No occasion of foul odours No evidence of stains, ingrained dirt, build up of limescale, dry germ, streaks/smears.	2 2	2 hours permanent 2 hours permanent
19 Toilet, washroom and other handwashing services	A constant supply of consumables will be maintained by the Contractor including the following: toilet paper hand towels (except where only hand dryers are used) liquid soap Sanitary towel disposal system, nappy disposal , medical dressings disposal		No failure comply with the specific requirement.	2	2 hours temporary/ 2 days permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
	Vending facilities for feminine hygiene products will be provided in each female toilet as appropriate.(Contractor to install and keep stocked – also keep the money so collected). Price limit per vend to be agreed with Authority.		No incidence of failure to provide service through stock depletion or breakdown of vending facilities.	2	2 hours temporary/ 2 days permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent
20. External window cleaning	Fully clean inside and outside of all window glass and frames and sills every 6 months. Windows are to be free of dust, fingerprinting, stains, markings and verdigris with a dry streak / smear finish achieved after cleaning.		No incidence of failing to clean the windows every 6 months. No failure to leave the windows (including frames) free of dirt and smears at the conclusions of each 6 monthly clean	4 4	2 days permanent 2 days permanent
21. Internal glass partitions	All internal glass partitions, surrounds, ledges, paintwork and glass fittings shall be free of dust and void of fingerprinting, stains, markings and verdigris, with a dry streak/smear free finish achieved.		No evidence of an accumulation of slurry, soap or residues from cleaning agents. No evidence of a build up on edging, around fixtures and in corner areas. No evidence of streak marks, smears or finger markings.	4 4 4	2 days permanent 2 days permanent 2 days permanent
22. External Cleaning	A programme of collection will be implemented by the Contractor to ensure that there is no accumulation of litter within external areas of the New Project Facilities at any time other than in the designated litter collection areas.		No failure to regularly restore the grounds to a litter free condition.	2	4 hours permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
	Waste bins will be provided at entrance points and in other pedestrian areas (in accordance with the Room Data Sheets and will be emptied and cleaned regularly such that they do not overflow		No occurrence of overflowing receptacles.	2	2 hours permanent/ 1 day where no site presence
	Waste bins will be provided at entrance points and in other pedestrian areas (in accordance with the Room Data Sheets) and will be emptied and cleaned regularly such that they do not become foul smelling and / or heavily soiled.		No failure to prevent the receptacles from becoming foul smelling and / or heavily soiled.	2	2 hours permanent/ 1 day where no site presence
	Cigarette disposal receptacles will be provided at all entrance points and will be emptied and cleaned regularly such that they do not overflow		No occurrence of overflowing receptacles.	2	2 hours permanent/ 1 day where no site presence
	Cigarette disposal receptacles will be provided at all entrance points and will be emptied and cleaned regularly such that they do not become foul smelling and / or heavily soiled		No failure to prevent the receptacles from becoming foul smelling and / or heavily soiled	2	2 hours permanent/ 1 day where no site presence
	A programme of cleaning will be implemented by the Contractor to ensure that there is no accumulation of silt and other matter on roads, hard standings, car parking and pedestrian areas.		No failure to regularly restore the roads and pathways to a condition free of silt and other matter (including chewing gum).	4	2 days permanent/ 1 day where no site presence

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/P ermanent
	The external fabric of the building will be cleaned as required to a condition free of dirt and removal marks and stains as required in the Statement of Objectives.		No failure to regularly restore the building externals to condition free of dirt and removable marks and stains.	4	15 days permanent

B.5.9 FM Availability and Performance Requirements – Swimming Pool

Statement of Service Objectives	The Contractor must provide a safe, clean and comfortable environment (e.g.. Water temperature, humidity, etc) to allow use of the swimming and hydrotherapy pools for training and leisure pursuits by Authority Related Parties and members of the public.
General Requirements	<p>The swimming and hydrotherapy pool requirements include:</p> <ul style="list-style-type: none">(a) full compliance with Legislation and Good Industry Practice;(b) minimise disruption to Authority Related Parties, Flexible Use users who are using the swimming pool facilities;(c) work in conjunction with the Authority to meet the reasonable requirements for galas and other events.(d) the Contractor shall ensure that regular inspections of any facilities at the swimming pool are undertaken to ensure the health and safety of all users of the swimming pool in accordance with Good Industry Practice; and(e) six months prior to the Service Availability Date in respect of the swimming pool, the Contractor shall submit to the Authority for its approval a swimming pool method statement, and not later than one month prior to the anniversary of the Service Availability Date thereafter for review, and where necessary update the swimming pool method statement and submit to the Authority for its approval. If the Contractor proposes to vary or amend the swimming pool method statement, such proposal, together with an explanation of the reasons for the proposed change, shall be submitted to the Authority's Representative in accordance with the Review Procedure. If there shall be no objection to such proposal in accordance with the Review Procedure then the swimming pool method statement shall be varied or amended in accordance with such proposal.

Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification (Temp/Perm)
1 Water Quality	<p>To maintain the swimming pools free from irritant substances, algae and harmful microbes and ensure that the water is clear and safe to use in accordance with Good Industry Practice.</p> <p>The Contractor will maintain all pool filters in accordance with Legislation and Good Industry Practice.</p>	No failure by the Contractor to maintain the swimming pools free from irritant substances, algae and harmful microbes and ensure that the water is clear and safe to use in accordance with Good Industry Practice.	No failure of the Contractor to maintain all filters in accordance with Legislation and Good Industry Practice	1	<p>4 Hour temp /1 day perm</p> <p>None</p>
2 Water Circulation	To maintain water circulation in the swimming pool and ensure that there are no dead spots by operating and maintaining all pumps and filters		No failure by the Contractor to maintain water circulation in the swimming pool and ensure that there are no dead spots by operating and maintaining all pumps and filters	2	2 hours temp/2 days perm
3 Sound Alarms	Audible summoning alarms shall be maintained in a safe condition and must be audible within the swimming pool . A separate distinctive alarm shall be provided for each swimming pool. If the main system is not audible or fails then an equivalent temporary audible summoning alarm system must be in place to maintain each swimming pool in use.		No failure by the Contractor to maintain audible summoning alarms in a safe condition.	2	1 hour temp/1 day perm
4 Temperature, PH and Chlorine Levels	Maintain temperature of swimming pools within safe limits and measure temperature and record limits in accordance with Legislation and Good Industry Practice. Measure and record pH and residual free chlorine levels and total chlorine levels to ensure no build up of combined chlorines or risk to health and safety of the users in accordance with Legislation and Good Industry Practice.		No failure by the Contractor to satisfy these requirements.	2	4 hours perm
5 Performance	The Contractor is required to monitor		No failure by the Contractor to	2	24 hours perm

Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification (Temp/Perm)
reporting	<p>and prepare accurate qualitative and quantitative reports indicating the frequencies of the tasks outlined below in accordance with Good Industry Practice and the results and the remedial action taken where required.</p> <p>Swimming pool cleaning Swimming pool emptying and inspection Water quality, temperature, chlorine levels (free, combined and total), pH levels, calcium hardness, total alkalinity, filter backwashing Operation of swimming pools in accordance with Legislation Evaluation of water balance – in relation to persistently impaired swimming pool quality Health complaints involving users or staff Faecal pollution of the swimming pool Swimming pool closure for whatever reason Total dissolved solids (TDS) to be continuously maintained within safe limits and recorded and monitored daily and evasive action taken as required in accordance with Legislation and Good Industry Practice Continuously maintain quality of water within recommended limits to prevent build up of bacteria or risk to health or safety of users. Ensure there is no build up or dominance of pseudomonas spp coliforms, staphylococcus aureus, escheichia coli or any other bacteria or organisms in the pool and if there are ensure that they are maintained at a</p>		<p>monitor and report in accordance with these requirements.</p> <p>No failure by the Contractor to commence remedial action where required and complete remedial action to agreed programme.</p>	2	1 hour temp/ 24 hours perm

Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification (Temp/Perm)
	safe level in accordance with Legislation and Good Industry Practice.				
6 Sauna/Steam Room	During Core Times and/or Flexible Use Hours the sauna/steam room shall be constantly operated with 'rest periods' within the safe recommended temperature limits and operating cycles in accordance with the manufacturers instructions and Good Industry Practice and in a safe and hygienic manner and prevent any build up of bacteria or contaminants.	No failure by the Contractor to satisfy these requirements.		1	4 hours
7 Swimming pool and poolside	<p>The swimming pool and poolside areas must be cleaned and maintained in accordance with Good Industry Practice. The swimming pool and poolside areas shall be free of any permanent foul odours which for the avoidance of doubt shall not include any odours normally associated with the use of chemicals in swimming pools.</p> <p>All surfaces shall be free of all stains, ingrained dirt, streaks, smears and build of limescale or dry germ (including walls, fixtures, fittings, furniture, drainage channels and glazed areas).</p>	N/A	The Contractor shall be responsible for ensuring compliance with these requirements.	2	2 hours Temp / 1 Day Perm
8 Provide for the planned maintenance and safety checks of any fixed or portable Project furniture and equipment at the swimming pool according with	The Contractor must ensure that all fixed and portable equipment meet all safety standards, including Health & Safety Standards, and follow a planned maintenance programme, all in accordance with Good Industry Practice.	N/A	The Contractor shall be responsible for ensuring total compliance with the Specific Requirement.	3	None

Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification (Temp/Perm)
Good Industry Practice					
9 Method Statement	At the Service Availability Date the Contractor shall have in place the agreed swimming pool method statement pursuant to the requirements of this section. At each anniversary of the Service Availability Date the Contractor shall review and if necessary update the swimming pool method statement and submit it to the Authority for approval pursuant to the requirements of this section, to ensure that it is in accordance with Good Industry Practice and Legislation.	The Contractor shall be responsible for ensuring total compliance with these requirements.	N/A		1 hour

B.5.10 FM Availability and Performance Requirements – Pest Control

Statement of Service Objectives	To maintain the New Project Facilities free of pest species of public health significance or nuisance value so far as is reasonably practical at all times that they are in use for the provision of Educational Services or Flexible Use. To deal with any such infestation which may arise so as to minimise the risk to public health and disruption to the operation of the New Project Facilities.
Background Information	<p>The scope of the pest control requirements covers, but not exclusively, rats, mice, cockroaches, ants, sheep, rabbits and deer. However, the Contractor is to undertake whatever survey and treatment measures deemed necessary to allow full functionality of the New Project Facilities without disruption due to pests.</p> <p>Surveys for pests should be undertaken in order that identification of infestation (actual or potential) is achieved at the earliest possible stage with a view to prevention rather than the need for reactive resolution to be initiated.</p> <p>Toxic materials are not to be used in the treatment processes unless there is demonstrable evidence that the use of such materials provides greater overall benefit to the health and welfare of the users of the New Project Facilities than the failure to employ such materials.</p> <p>Notwithstanding the foregoing requirement, the permanent placement of toxic materials targeted at potential infestations is not acceptable.</p> <p>The identification of entry points to the New Project Facilities used by pests is to be an integral part of the pest control measures.</p> <p>Consideration is to be given to the consequences of the death of the target species within the building structure.</p> <p>Consideration is to be given to situations where the target species has been confined alive but in a distressed state.</p> <p>The Contractor will be responsible for pest control throughout the New Project Facilities including Kitchen Facilities and dining areas.</p>

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent
1. Preventative pest control	Preventative pest control measures will be provided where required for compliance with Legislation and otherwise where deemed necessary by the Contractor to ensure that the New Project Facilities remain free of pests and infestation - insects as far as is reasonably practicable.		No failure to undertake preventative treatment measures as required by Legislation.	2	1 hr temporary/ 1 day permanent
2. Reactive pest control	The Contractor will investigate and respond accordingly to every occasion where the New Project Facilities become subject to pest infestation. Action and monitoring will continue until the infestation is eradicated. This requirement applies to the infestation by pests which could not have been reasonably foreseen	No failure to investigate infestation and implement pest control measures in internal spaces including food preparation and dining areas.	No failure to investigate infestation and implement pest control measures in external spaces.	3	1 hour temporary/ 1 day permanent 1 day temporary/ 5 days permanent

B.5.11 FM Availability and Performance Requirements – Waste Management

Statement of Service Objectives	To ensure the safe storage in accordance with Legislation of all waste products generated at the New Project Facilities and consequently to maintain a sanitary environment for Authority Related Parties.
Background Information	The Contractor will co-operate with (and organise where appropriate) any additional requirement by the Authority to segregate waste for the purpose of increased re-cycling.

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
1. Collect waste products generated by the use of the New Project Facilities	The Contractor will collect and store waste centrally within the New Project Facilities on the assumption that central waste receptacles will be emptied by the Authority or third party contractor.		No occurrence of overflowing waste receptacles. No failure to prevent the waste receptacles from becoming foul smelling and/or heavily soiled.	2 2	2 hours permanent 2 hours permanent
	The Contractor will comply with the Authority's waste strategy on the handling and sorting of waste		No failure of the Contractor complying with the Authority's waste strategy on the handling and sorting of waste	2	1 week permanent
	2. Provide a sanitary waste disposal service	Provide sanitary disposal facilities, including nappy disposal services, in each Project Facility, and medical dressing and medical waste in SEN units		No occurrence of overflowing sanitary receptacles. No failure to prevent the sanitary receptacles from becoming foul smelling and/or heavily soiled.	2 2
3. Provide a chemical waste disposal service	Provide chemical disposal facilities, to ensure that the Authority can dispose safely of all chemical waste associated with teaching or other activities undertaken at the school		No failure to provide a chemical disposal service	2	2 hours permanent
	Arrange for secure transfer of all chemical waste for off site disposal to comply with Authority's Requirements		No failure to provide full documentation demonstrating secure disposal of chemical waste	2	2 hours permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
4. Store confidential waste	Sufficient secure waste receptacles will be provided to cater for the volume of confidential waste generated.		No failure to provide sufficient secure waste receptacles for confidential waste.	1	2 hours permanent
			No failure to empty confidential waste receptacles before they overflow	2	2 hours permanent
	Arrange for secure transfer of all confidential waste for off site disposal deposited in confidential waste receptacles to comply with Authority's Requirements		No failure to provide full documentation demonstrating secure disposal of confidential waste	2	2 hours permanent

B.5.12 FM Availability and Performance Requirements – Disaster Management

Statement of Service Objectives	To agree and implement joint disaster planning and management
Background Information	The Authority will rely on the Contractor for certain aspects of recovery plans and consequently include the Contractor's management plan in the main procedures.

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent
1. Develop a joint plan to provide for continuity of Educational Services in the event of a disaster.	The Contractor shall develop and agree with the Authority implementation of a disaster management plan.		No failure to put the disaster management plan in place within 3 months of occupation of the New Project Facilities. No failure to review the disaster management plan annually with Authority and updated as necessary.	2 3	None after first 3 months To agreed date/ programme
	Carry out actions associated with implementation of the procedures routinely and in the event of the occurrence of an emergency. The annual programme will be agreed with the Authority and the New Project Facilities.			No failure to carry out Contractor responsibilities in accordance with the disaster management plan.	2

B.5.13 FM Availability and Performance Requirements – Fire and Emergency Management

Statement of Service Objectives	To produce, maintain and implement fire and emergency management procedures in accordance with Legislation and insurance requirements.
Background Information	The Authority will provide personnel who are to be briefed and trained as fire wardens by the Contractor. The Contractor will provide some specific warden duties. The Contractor will provide personnel who are briefed and trained to act as emergency co-ordinators and who will manage the fire wardens' operations and liaise with the Fire Brigade and any relevant Statutory Authorities.

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
1. Advise on and agree fire procedures with the Council	The Contractor will produce detailed fire procedures in conjunction with the Authority which must be updated and reviewed as circumstances demand.		No failure to have up to date fire procedures in operation.		None
2. Implement fire procedures	The Contractor must carry out training for all wardens, and other officers, who perform a function under the agreed fire procedures.		All fire wardens and other officers who perform a function under the fire procedure must have been made fully aware of their duties in the event of a fire emergency. No occasion of new fire warden not receiving training in accordance with fire procedures within 5 days of appointment as a fire warden	1 2	None 5 days permanent
	The Contractor must carry out fire evacuation drills in accordance with the fire procedures and Legislation, and with close co-operation with the Authority prior to such fire drills. All fire drills must be monitored and recorded and demonstrate compliance with procedures and efficient evacuation.		No failure to produce a report on the evacuation and implement any required training or changes to the procedures required. No failure to meet statutory frequency for fire evacuation training.	2 1	1 day permanent 1 hour permanent
	The Contractor must provide any training required by the fire procedures and Legislation in respect of the general staff at the New Project Facilities.		No failure to implement and record training programme and keep a record of training.	1	To agreed programme

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/Permanent
3. Produce, maintain and implement procedures for emergencies.	The Contractor will produce detailed procedures for a variety of emergency situations in conjunction with the Authority which must be updated and reviewed as circumstances demand. Emergency situations may include but not be limited to: national emergencies civil emergencies		No failure to have up to date emergency procedures in place.	2	2 hours permanent
4. Fire access	The Contractor must provide, keep open and maintain the required access for the fire brigade to the New Project Facilities.	No failure to provide, keep open and maintain the required access for the fire brigade to the New Project Facilities.			None

B.5.14 FM Availability and Performance Requirements – Help Desk

Statement of Service Objectives	To provide support service available 24 hours per day for the Authority to request the deployment of the Contractor to rectify any failure to provide Services.
Background Information	<p>The Contractor will make all Project Facility users aware of the Helpdesk facility and provide comprehensive instruction as to how service requests are made in terms of level of detail and categorisation of priority.</p> <p>The Contractor must develop and operate a mechanism for re-charging the cost of service requests which are extra to the contract.</p> <p>The Contractor will identify requests to be re-charged to the Authority and ensure that appropriate authorisation is obtained before works are carried out.</p>

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent
1. Helpdesk facility	The Contractor shall provide a Helpdesk facility to allow the Authority Representative, the Schools Representative, his delegate or letting agent to report service requests. (The Contractor is to provide guidance to the Authority on the operation of the Helpdesk facility and the categorisation of priorities for service requests.)		No failure of availability of the Helpdesk at any time 24 hours per day, each day of the year.	2	None
2. Operation of Helpdesk facility	Helpdesk facility shall provide response to service requests.		No failure to answer calls within 30 seconds.	3	30 seconds permanent
	The Contractor will be responsible for recording all requests made to the Helpdesk		No failure to log service requests on Helpdesk system	2	None
	The Contractor will be responsible for informing all callers on the progress of action being taken to address the request.		No failure to attempt to contact caller with report on action taken within 30 minutes of receiving the initial call.	3	30 mins permanent
	The Contractor will be responsible for confirming the status of request within 24 hours of the relevant Rectification Period.		No failure to provide caller with confirmation of status of service request within 24 hours of the relevant Rectification Period	3	1 day permanent

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Major Requirement	Specific Requirement	Availability Standard	Performance Standard	Priority	Rectification Temporary/ Permanent
	The Contractor will be responsible for confirming that the request has been satisfactorily addressed.		No failure to contact caller to confirm closure of service request	2	1 hour permanent
	Reporting process to provide analysis of Helpdesk requests, caller details and Contractor response. Regular meetings with each Project Facility to review service delivery and recurring faults.		No failure to provide reports with specified level of detail at monthly intervals.	2	2 days permanent
	Provision of regular reports as set out in terms of Part 8 of the Schedule (<i>Performance Monitoring and Service Failure Procedure</i>) on the status of faults and other reactive works, rectification times, progress and completion. NOTE – online access to be discussed		No failure to provide specified level of reports	1	1 hour permanent