



The Cambridge Housing Society Limited

Employer's Requirements and Specification

Tender 15290



Document Control

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	Name	Date
Author	Mark Whitehead	12/11/21
Reviewed	Jessica Bethom	12/11/21
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1. Introduction to CHS

CHS is all about people: our 7,000 residents, our 2,000 care and support customers and our team of 300 staff. Founded in 1927, we run a broad range of services across Cambridgeshire offering people opportunities to achieve a better quality of life. We do this by providing and managing

- over 3000 low-cost rented and shared ownership homes
- residential and domiciliary care for older people
- support for young people, parents, people with additional needs or experiencing homelessness
- nurseries for babies and young children
- money, debt, and employment advice

Our added value is based on our independence, local base and geographic focus, which enable us to

- Be accessible to our customers
- Deliver a wide range of services relevant to local needs and distinct from other providers
- Invest in people and communities
- Maintain a strong, up to date understanding of local needs and markets
- Have the capacity and knowledge to engage with stakeholders
- Develop new services and partnerships to tackle particular local problems.

Our Governance

We are a social enterprise and charitable housing association with a turnover of £33.6m and housing assets worth £263m. We are governed by a Board, drawn from the local community, which sets our direction, monitors progress towards our goals and ensures we meet the standards set by the Regulator for Social Housing. This work is supported by five key committees: Operations; Audit & Risk; New Business & Development; Governance and HR & Remuneration. Two tenant-led groups, our Tenant Committee and Scrutiny Panel, also contribute to the main Board through improvement recommendations.

2. General

The Supplier shall include in its tender for any incidental items whether specifically mentioned or not which are necessary to complete the works or services to the same extent and meaning of this specification

The Supplier shall be deemed to have allowed in its rates for the cost of complying with all the requirements set out in this document. The Supplier may be required to prepare a detailed breakdown of its pricing to demonstrate compliance with these requirements. The Supplier shall pay detailed attention to the requirements and shall identify to the CHS Group any conflict, ambiguity, proposed deviation from, or inability to comply with their requirements.

3. Scope

The Scope of this call-off contract covers the following services:

- Fire Alarm/ Smoke Detection
- AOV
- Emergency Lighting
- Door Entry System and Automatic Door Openers
- Warden / Alarm Call
- CCTV
- Fire Fighting Equipment
- Dry Risers
- Sprinkler Systems

4. CHS Requirements

Maintenance tasks/activities are to be carried out in accordance with manufacturer's instructions and SFG20 to the relevant BS/ISO standards. Tasks and frequencies are detailed below:

Equipment Type	Servicing Frequency per annum
Fire Alarm Systems and Communal Smoke Detectors	4 site inspections per year. Note some smoke detectors are standalone devices and not linked to a panel. For larger properties (over 20 smoke detection devices) 25% of detectors are assessed at each visit so that all assets are certified within a 12 month period. For smaller properties (19 and under) all detectors should be checked during each quarterly visit.
AOV	4 inspections per annum. Tested 3 times as part of fire alarm testing, and serviced once.
Emergency Lighting	12 visits per annum 11 x monthly flick test 1 x annual 3 hour run down In accordance with BS5266-1
Fire Shutters	Annual
Fire Extinguishers/Blankets	Annual
Fire Fighting Equipment	Annual
Sprinkler Systems	Annually, in accordance with BS9251:2014
Dry Risers	6 monthly in accordance with BS 9990:2015
Door Access	Annual
Door Entry, Automatic Doors and Gates	Annual
CCTV	Annual
Intercom Systems and Warden Call	Annual

The Supplier shall complete inspection visits of equipment in advance of the anniversary of the previous inspection, to ensure that the new certificate is provided to CHS Group before the anniversary date expires.

All services/works are provided under the following legislative framework (as amended):

- Health and Safety at Work etc. Act 1974.
- Occupiers Liability Act 1957.
- Occupiers Liability Act 1984.
- Housing Act 2004.
- Landlord and Tenant Acts (various).
- The Corporate Manslaughter and Corporate Homicide Act 2007.
- The Working Time Regulations (1998).
- The Transfer of Undertakings (Protection of Employment) Regulations 2006.
- The Management of Health and Safety at Work Regulations 1999.
- The Construction (Design and Management) Regulations 2015.
- The Workplace (Health, Safety and Welfare) Regulations 1992.
- The Personal Protective Equipment at Work Regulations 1992.
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- The Manual Handling Operation Regulations 1992.
- The Health and Safety (Safety Signs and Signals) Regulations 1996.
- The Work at Height Regulations 2005.
- The Confined Spaces Regulations 1997.
- The Building Regulations 2010.
- The Provision and Use of Work Equipment Regulations 1998.
- The Control of Asbestos Regulations 2012.
- The Dangerous Substances and Explosive Atmospheres Regulations 2002.
- The Gas Safety (Installation and Use) Regulations 1998.
- The Electricity at Work Regulations 1989.
- The Electricity Supply Regulations 1988.
- The School Premises (England) Regulations 2012.
- The Housing Health and Safety Rating System (England) Regulations 2005.
- The Regulatory Reform (Fire Safety) Order 2005.
- Fire Safety Bill 2020.
- The Fire Safety (Scotland) Regulations 2006.
- The Domestic Fire Safety (Wales) Measure 2011.
- The Domestic Fire Safety (Definition of Residence) (Wales) Order 2013.
- The Fire (Scotland) Act 2005.
- The Fire Safety (Scotland) Regulations 2006.
- The Fire (Scotland) Act 2005 (Relevant Premises) Regulations 2005.
- The Fire Safety Regulations (Northern Ireland) 2010.
- Fire Precautions (Workplace) Regulations (Northern Ireland) 2001.
- The Smoke and Carbon Monoxide Alarm (England) Regulations 2015.

The Supplier shall comply with all relevant Approved Codes of Practice, British Standards and operate in a diligent manner to good practice. This includes but is not limited to the following (as may be updated from time to time):

- Relevant Standards, Guidance and Codes of Practice issued by the Health & Safety Executive (HSE), British Standards Institution (BSI), UK Government, MHCLG
- PAS79-1, PAS79-2 Fire Risk Assessment- Code of practice.
- HM Government Guide 'Fire safety risk assessment guidance by HM Government'
- 'Approved document B: Fire safety'
- Guidance on fire safety provisions for certain types of existing housing by LACoRS, July 2008.
- Fire safety in purpose-built blocks of flats by LGA
- National Fire Chiefs Council's Guidance on Simultaneous Evacuation
- National Fire Chiefs Council's Guidance on Fire Safety in Specialised Housing
- Technical bulletins and guidance from recognised relevant trade/certification bodies (e.g. ASFP, BM Trada, FPA, BWF)
- For health premises: Health Technical Memoranda (HTMs) from the Department of Health
- For education premises: Building Bulletins from the Department for Education
- BS 3632 Standard for residential park homes – Specification
- BS 5516-2 Patent glazing and sloping glazing for buildings – Part 2: Code of practice for sloping glazing
- BS 6891 Installation of low-pressure gas pipework of up to 35 mm (R1 1/4) in domestic premises (2nd family gas) – Specification
- BS 7273 Code of practice for the operation of fire protection measures
- BS 7346 Components for smoke and heat control systems
- BS 7974 Application of fire safety engineering principles to the design of buildings – Code of practice
- BS 8300 Design of buildings and their approaches to meet the needs of disabled people – Code of practice
- BS 9999 Fire safety in the design, management and use of buildings- Code of practice
- BS 9991 Fire safety in the design, management and use of residential buildings - Code of practice
- BS 9997 Fire risk management systems. Requirements with guidance for use
- BS 25999 Business continuity management
- BS 8214 Timber-based fire door assemblies - Code of practice
- BS 7273, Code of practice for the operation of fire protection measures.
- BS EN 1155 Building hardware – Electrically powered hold-open devices for swing doors – Requirements and test methods
- BS EN 1991-1-2 Eurocode 1 – Actions on structures – General actions – Actions on structures exposed to fire
- BS EN 13823 Reaction to fire tests for building products – Building products excluding floorings exposed to the thermal attack by a single burning item
- BS EN ISO 1182 Reaction to fire tests for building products – Non combustibility test
- BS EN ISO 1716 Reaction to fire tests for building products – Determination of the gross calorific value
- BS EN ISO 11925-2:2002, Reaction to fire tests for building products – Ignitability when subjected to direct impingement of flame
- BS EN ISO 14122-4, Safety of machinery – Permanent means of access to machinery – Part 4: Fixed ladders

- DD ENV 1187:2002, Test methods for external fire exposure to roofs
- PAS 121, Specification for active fire curtain barrier assemblies and active fire barrier assemblies with smoke rating
- PD 7974-6 The application of fire safety engineering principles to fire safety design of buildings – Part 6: Human factors – Life safety strategies – Occupant evacuation, behaviour and condition (Sub-system 6)
- BS 5839 Fire detection and alarm systems for buildings – Code of Practice System Design, Installation, Commissioning and Maintenance
- BS 8629 Code of practice for the design, installation, commissioning and maintenance of evacuation alert systems for use by fire and rescue services in buildings containing flats
- BIP 2124 The Design and Installation of Voice Alarm Systems
- BS EN 54 Fire detection and fire alarm systems.
- BS 50518, Monitoring and alarm receiving centre
- BS 5446 Fire detection and fire alarm devices for dwellings.
- BS EN 14604 Smoke alarm devices
- BS EN 50172 Emergency Escape Lighting Systems
- BS EN 1838 Lighting applications. Emergency Lighting
- BIP 2081 A Guide to Emergency Lighting, Third Edition
- BS 5306 Fire protection installations and equipment on premises.
- BS EN 1869 Fire blankets
- BS EN 12101 Smoke and heat control systems. Natural smoke and heat exhaust ventilators
- BS 9251 Sprinkler systems for residential and domestic occupancies. Code of practice
- BS 8458 Fixed fire protection systems. Residential and domestic watermist systems. Code of practice
- HSG168 Fire safety in construction

The minimum Insurance requirements the Supplier shall maintain throughout the duration of the contract are:

Public Liability	£5 million
Employer's Liability	£10 million
Professional Indemnity	£1 million (to be maintained for a period of 6 years following the end of the call-off contract).
Product Liability	£5 million
Contractors All Risks	£250 thousand

Further Requirements include:

- Registered on the Data Protection Public Register (ICO).
- Membership of a relevant/recognised 3rd party UKAS accredited company registration scheme. At least one from the list below (or equivalent):
 - BAFE SP203 Part 1 For the Design, Installation, Commissioning & Maintenance of Fire Detection and Fire Alarm Systems (all four modules)
 - LPCB LPS 1014 Certified/BAFE SP201

- BSI Kitemark™ Scheme for Fire Alarm Installations
- Registered with an electrical Competent Person Scheme Operator (e.g. NICEIC, NAPIT, ELECSA).
- Personnel competencies: the Supplier shall ensure all individuals working under this Framework are competent (using a recognised sector-specific competence framework) and have the necessary training, qualifications, knowledge, skills, experience, and behaviours for the task they are undertaking.
- The Supplier shall maintain a training matrix and training records that shall be available to the CHS Group immediately upon request.

Following each site visit, all installations shall be left in full working order in every respect. Any isolations, faults or similar shall be reported by telephone and email to CHS Group

The CHS Group shall provide all asset information, where available, at the commencement of the contract. The Supplier will verify the Asset Register as part of PPM (Planned Preventative Maintenance) and responsive call-out activities. Following the first service visit, the Supplier shall have verified the asset list (or produced a new register) and report back to the CHS Group on the condition, residual life and suitability of all assets, and any variances in quantities (and therefore price).

The Supplier shall maintain and update an asset register on behalf of the CHS Group throughout the term of the contract and provide a copy upon request (at no additional cost) to the CHS Group. The asset register shall contain detailed attribute information including but not limited to:

- | | |
|-----------------------|----------------------------|
| ○ UPRN | ○ Model |
| ○ Property Name | ○ Serial Number |
| ○ Address | ○ Quantities of the Device |
| ○ Floor No / Location | ○ Year of Manufacture |
| ○ Postcode | ○ Last Service Date |
| ○ Asset Type | ○ Condition |
| ○ Manufacturer | ○ Comments |

The Supplier shall, within one month of award of the contract/order, submit and agree a full annual programme for all services covering each element of the maintenance works with the CHS Group. Throughout the contract, any anticipated deviation from the programme shall be brought to the attention of the CHS Group as soon as the Supplier becomes aware of such a possibility.

Equipment condition appraisal shall be defined as follows:

Good	Fully functional and serviceable meeting current standards. Minimal breakdowns. Aesthetically good. Expected working life of 10 year+
Satisfactory	Fully functional and serviceable system. Installation is safe but may not be to current standards. Aesthetically acceptable. Expected working life of 5 year+
Poor	Equipment in need of replacement within the next 5 years. Likely as a result of issues such as: regularly occurring faults, parts unobtainable/discontinued, corrosion or similar.

Operatives are required to carry all necessary PPE, tools, and equipment to carry out the tasks required of them. This must include all keys (e.g. FB/Drop/Gerda Key).

The Supplier is deemed to carry out all work during normal working hours unless advised and agreed otherwise. Normal working hours for the purpose of this contract shall be deemed to be 08:00 to 18:00 Monday to Friday, excluding Public Holidays.

5. Responsive Repairs and Callouts

The Supplier will provide a 24 Hours a Day, 365(6) Days a Year cover for emergency calls. The Supplier shall provide a dedicated telephone number(s) for the booking of responsive repairs. For policies that are not appended, the Supplier may reasonably assume and anticipate that CHS Group has policies that are aligned with the standard for the sector and type of organisation and shall be deemed to have made financial provision for costs it will incur in complying with such policies.

Defects considered to be immediately dangerous are to be completed on site whilst the inspection is taking place or otherwise the equipment is to be taken out of service, isolated and the nominated CHS Group representative informed.

Where the Supplier, having responded to a repair/breakdown call, identifies that the equipment is irreparable, or is deemed to be beyond economical repair (BER), then they should in the first instance contact CHS Group to advise that they have attended the breakdown call but has been unable to execute repairs citing the reasons for this. The Supplier shall provide a quote to supply a complete and functionally working system including all control equipment, hardware and software, cabling, and ancillary services. This quote must be presented to CHS Group within 3 working days of the initial visit. CHS Group must approve any BER order before works can proceed

6. Site Access and Restricted Access

The Supplier is required to manage its own appointments and arrange access as required with each site unless it has been specified otherwise. The Supplier is expected to notify the identified building occupiers of any planned works which are likely to cause a disruption at least two weeks prior to the commencement of the works. Appointments must be booked first by phone call then followed up with a confirmation email, text and/or letter.

Where the Supplier has difficulty in contacting the site nominated person, CHS Group should be informed and the agreed escalation process must be followed. The escalation process should be agreed prior to commencement of the contract.

The Supplier is expected to provide 'normal service' between the hours of 08:00 and 18:00 Monday to Friday, excluding Public Holidays. The Supplier shall also provide an emergency call-out service outside of these times.

Additional care must be taken to understand the needs of the diverse sites covered by this contract.

Attendance at Residential Care Homes can only be completed by operatives who can display evidence of Covid 19 Vaccination status, by way of NHS App or letter, unless they are exempt. This is covered by The Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021

For buildings or sites which are vacant, the Supplier will be required to collect a key. The Supplier must ensure that it is aware of the process for collecting and holding keys as agreed with CHS Group ensuring that keys are signed out and signed back in upon return. Any keys not returned will be subject to reasonable reimbursement for the replacement of the building lock and new keys (or as a disallowed cost if the Supplier carries out the lock replacement).

7. Asbestos Register

Prior to commencing work on any site, the Supplier shall review the premises asbestos management plan or register (and sign if appropriate). To access the survey and management plan, the Supplier must contact CHS Group directly and a copy of the latest survey or online access shall be shared. In urgent circumstances this may also be obtained from the relevant responsible individual. The Supplier shall ensure that all sub-contractors they are responsible for do the same.

The Supplier shall ensure all operatives have undertaken a recognised asbestos training awareness course within the last 2 years.

CHS Group's Asbestos Management Policy must be adhered to at all times.

8. Works Orders

Works orders will be taken directly by the Contractor and raised on their systems. Orders will then be interfaced to CHS's Housing Management system. All Orders will have a unique CHS order number and a contractor reference – the order will note the UPRN (Unique Property Reference Number) as well as the address of the site. All correspondence, invoices and service sheets are to include the CHS order number and UPRN of the site.

CHS Group requires the status of orders and appointments to be updated via the interface following initial visit: this includes completion if the order, or to advise of follow-on works with the agreed next appointment date.

CHS Group does not provide the Supplier with any exclusivity for the scope of work in this contract and accordingly reserves the right to place work with other contractors.

Planned Preventative Maintenance

PPM activities will be agreed at the commencement of the contract and completed in accordance with the frequencies set out in this document. This element of the contract will be subject to a monthly invoice for 1/12th of the annual value. No purchase order will be raised for these works.

Remedial Works

Works resulting from PPM activities will require separate individual orders. This order is to be raised by the supplier and interfaced to CHS' Housing Management System.

Reactive Repairs and Improvements

These jobs will each require a separate Order. This order is to be raised by the supplier and interfaced to CHS' Housing Management System.

All remedial works carried out in the pricing schedule must include making good any damage to the fabric of the building. Damage to decorations must be reported back to the CHS Group for orders to be raised for completion by others.

The Supplier must ensure that they make good any breaches made to fire compartment walls, floors or ceilings.

9. Work Authorisations and Approvals

Self-certification

The Supplier may complete smaller repairs and remedial works, of up to £250 inc vat in value without seeking prior authorisation from CHS Group. (This figure will be reviewed and confirmed as part of the mobilisation process). All orders are to be raised by the supplier and interfaced to CHS' Housing Management System.

Where works are likely to exceed the self-certification threshold, the Supplier shall provide quotations within 5 working days of the initial visit, and in accordance with its tender prices and Schedule of Rates. CHS Group will review, decide and where applicable approve these quotations. Unauthorised works above the agreed self-certification threshold will not be paid.

Verbal Instructions

Verbal instructions may be issued by an authorised officer of CHS Group:

1. For repairs up to £500 inc VAT where the officer is satisfied as to the nature of the work; or
2. Urgent or critical health and safety related works are needed.

Any and all verbal instructions must be raised as new orders by the supplier and interfaced to CHS' Housing Management System – the order will be approved by an authorised officer of CHS.

10. Programming of Works

The Supplier shall within 1 month of award of the contract submit a full annual programme for all PPM works covering each element of the maintenance works to the Contract Administrator for review.

At the start of each year the Supplier shall submit to CHS Group a programme detailing the monthly work schedule for approval. This shall identify every work activity to be carried out on site including any variations and non-programmed work. The format for this information can be provided in hard copy at regular update and progress meetings, by email, IT link or

web portal. Additionally, the Supplier shall make available upon request from CHS Group at any time the number of jobs issued to each operative and the status of each job given.

11. Certification and Worksheets

The Supplier shall ensure that, following all work and inspection visits, reports shall be submitted to the Contract Administrator via bulk transfer, in electronic format. This could be via an sFTP site, or similar. All certificates are to be issued in .PDF format.

Reports must include all specialist reports, test equipment printouts and required certification.

The supplier must ensure all certification has passed through its Quality Assurance processes, to prevent the need for CHS to return any incomplete or unsatisfactory certification. Certification is to be provided within 5 working days of the completed service.

The Supplier shall transfer electrically (upload) certificates to a destination and in a manner agreed with the CHS Group. Certificate file names shall comply with the CHS Group's naming convention.

12. Asset Data

The Supplier must review and update the asset data provided as part of the tender and collect missing information at the first service visit for each asset. The Supplier shall provide this information to CHS Group without additional charge (i.e. provision must already be built into the rates submitted). This updated information will be used to validate the asset data provided at Tender stage and to ensure that any additional data which needs to be included can be included. The Supplier may propose asset register data fields for CHS Group to agree prior to commencing this process.

Title, ownership, and rights to the asset information shall remain vested with CHS Group at all times. This information shall be treated as confidential and not shared with any 3rd party without CHS Group's expressed written consent.

13. Order Priority Coding

CHS Group will stipulate a Priority Code for each Order type and the priority times will take account of the operating hours of the building and operational service needs.

The priority codes on are as follows:

Category	Rectification Time
Priority 1 Emergency – Health & Safety	Attend site within 2 hours to make safe or rectify. Resolve issue within 3 working days of order
Priority 2 Emergency 24 hr	All calls received before 10am - attend site same day to make safe or rectify. All calls

	reported after 10am - attend site by noon the following working day to make safe or rectify. If make safe only, then resolve within 3 working days of order
Priority 3 Routine	Attend and resolve within 3 Working Days.
Priority 4 Planned	Resolve within 3 Months

Sites	Total loss of electricity	Cannot secure external door	Fire Alarm activation
	Attend	Attend	Attend
Residential Care Homes	2 hrs	2 hrs	2 hrs
Extra Care Schemes	2 hrs	2 hrs	2 hrs
Sheltered Schemes	2 hrs	2 hrs	2 hrs
Nurseries and Young Parent Project	2 hrs	2 hrs	2 hrs
Supported Schemes	2 hrs	2 hrs	2 hrs

If the Supplier is unable to meet the rectification period, they must alert the Contract Administrator. The Supplier shall request an extension of time stating the reason for the request. This will only be granted at the discretion of the Contract Administrator. The Supplier must ensure all reasonable endeavours are made to meet the Rectification Times.

The Contractor will determine which priority code is assigned to a repair based on CHS' requirements. If there is a need to agree an unspecified response time due to the specific nature of the repair not listed here this will be agreed at the time. CHS Group's decision on rectification time will be final.

CHS Group reserves the right to review rectification times and decisions to do so will be managed through the contract change process.

14. Key Performance Indicators

The Key Performance Indicators (KPI's) for this Contract are detailed below and constitute the core performance measurement criteria.

Number	Performance Indicator	How measured	Target
KPI1(a)	% of Properties with a Valid Certificate	CHS compliance reporting	100%
KPI1(b)	% of satisfactory certification received within 5 working days of service visit	CHS compliance reporting	100%
KPI2	% of customers satisfied with the overall repairs and maintenance service provided	CHS site satisfaction surveys	86%
KPI3	% of all orders completed within agreed target times	CHS systems, based on supplier input data via interface	95%
KPI4	Recalls – number of repairs completed without need to return because the issue is not resolved	Supplier to provide data	95%
KPI5	Average Days to Complete Repair (all priorities)	CHS systems, based on supplier input data via interface	8
KPI7	% of Emergency 24hr Appointments attended in time	CHS systems, based on supplier input data via interface	100%
KPI8	% of Routine Repairs completed in target	CHS systems, based on supplier input data via interface	99%
KPI10(a)	Number of Formal Complaints	CHS & supplier reporting	<2
KPI10(b)	Number of informal complaints	Supplier & CHS Group to provide data	Info
KPI11	Number of reported accidents	Supplier to provide data	Info

Should CHS Group believe that performance and delivery is not to the defined standard in respect of time, quality, cost and safety it reserves the right to reduce the number of orders issued to the Supplier and orders may be transferred to an alternative supplier if no significant improvement is seen.

The majority of KPIs will be reported from CHS Group's management systems, based on order details provided through the interface – eg repairs start date, appointment date, completion date. Calculation and validation of other KPIs will be agreed as part of the mobilisation process.

KPIs and targets may be added to or amended over the duration of the contract term. Any such changes will be agreed and completed as a formal contract change.

15. Reporting

The supplier is to provide a monthly report detailing the service levels achieved compared to the KPI targets set in section 14. Reports will be produced by the 10th of the following month and sent to pgteam@chsgroup.org.uk to be discussed at the Operational meetings or earlier if any concerns are raised.

This report should also include

- a Summary or Overview of monthly operations,
- operational performance,
- helpdesk performance,
- any HR related matters,
- health and safety,
- any environmental matters
- finance.

16. Meetings

The CHS Group requires regular meetings to be held during the term of the project. These are as follows:

Operational Meetings

Operational Meetings will take place after the end of each month to review the operation of the contract during the previous month. Operational Meetings are to discuss matters requiring timely review between the Supplier and CHS Group but are not intended to replace day-to-day communications. Operational Meetings shall review safety, time, quality, and cost matters. The Contract Administrator or Service Manager will chair the meeting. Both parties must be represented by individual(s) sufficiently authorised to make operational decisions relating the contract, such as Contracts Managers. Items for inclusion at the monthly meeting should be forwarded to the chair no less than 5 days prior to the meeting.

Quarterly Strategic Review Meetings

Every third operational meeting will be a Quarterly meeting. These will be used for Strategic Review and assessment of the overall performance of the contract and to set priorities for the following quarter.

These should be attended by senior representatives of each organisation where appropriate. The meetings should review the headlines from the monthly reports and discuss learning and potential improvements to service delivery. The review meeting must be a two-way process and both parties should feel free to discuss any necessary changes.

All meetings will be documented, and the minutes circulated to attendees.

At their discretion, CHS Group may change the frequency of these meetings.

17. Invoicing & Payments

The Supplier shall provide a monthly invoice for servicing works. This invoice should be issued at the end of the month that the servicing was completed in, and will equate to 1/12th of the agreed annual servicing cost.

For responsive repairs and other works, the Supplier shall provide a claim to CHS Group each month.

Claims must include all works orders completed in the previous month. The Supplier shall agree it will not charge CHS Group for any works that have not been included within a claim within three months of the work having been completed.

18. Responsive Repairs and Callouts

Responsive Repairs

The Supplier will provide a 24 Hours a Day, 365(6) Days a Year cover for emergency calls. The Supplier shall provide a dedicated telephone number(s) for the booking of responsive repairs within normal working hours – Mon-Fri 8:00 – 6:00pm.

A number, and escalation numbers, must also be provided for out of hours calls.

The contractor will take all repairs calls and/or emails directly from CHS Customers or CHS staff, and will raise these on their order systems in real time

They will record all order details, plus any appointment details

These orders will need to interface directly to the current and any future CHS Housing Management system: currently: Aaeron QL Housing Management System – Version 4.6.1

CHS systems will allocate the repair a unique order number, which will be passed back to the contractor. Based on the priority selected, a target date will be set for the order etc, the contractor will interface a completion file, which will complete the order on CHS systems

If the value of the job is to be varied, this variation will also come via the interface for CHS approval. Once complete, the order can be added to the claimed. Once the claim is agreed, it can be invoiced.

The Supplier shall provide a dedicated email address or inbox for correspondence. This must be regularly monitored. Timescales for responses to queries will be agreed as part of the mobilisation

Reducing abortive Callouts

The Supplier shall work with CHS Group to reduce nuisance and abortive callouts throughout the duration of the contract. The Supplier shall be expected to introduce innovative methods to reduce out of hours callouts.

Reporting and communication of responsive repairs

The Supplier shall keep CHS Group updated as to the progress of all repairs. The Supplier shall facilitate this by updating their own systems, which will update CHS systems via the interface. In the event of any repairs that will not be completed within agreed timescales, these must be reported to CHS Group, detailing reason for delay and expected revised date of resolution

19. IT Requirements for Interfacing with CHS Repairs Systems

QL Repairs Interface

The Repairs Interface allows for repairs to be entered and managed on the Contractors' systems with specific data being replicated to CHS Systems. Aaeron QL Housing Management System – Version 4.6.1

Contractor Requirements;

- The ability to export data from the contractors' systems and present in XML format, (templates will be provided) for the following;
 - Mandatory
 - New Orders
 - Completed Orders
 - Variations
 - Desired
 - Cancelled Orders
 - Order Updates e.g.
 - Appointment Changes
 - Notes
- Contractor Secure FTP (SFTP) site;
 - Provide write access to CHS
 - Hold files for collection by CHS
 - Receive files from CHS
 - 24/7 Availability – excluding agreed planned maintenance
- Files required by Contractor from CHS can be CSV or XML format
 - Although other formats can be considered