Appendix 1 - Specification and Requirements
Electrical Services Testing, Heat Recovery System Servicing, Associated Remedial Works and Replacement of Heat Recovery Systems

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1.0 INTRODUCTION AND BACKGROUND

1.1 Thurrock Council has a housing stock of over 10,000 properties as a mixture of dwellings including high rise, low rise and individual houses. This contract establishes a single service provider to deliver electrical service testing within individual properties and communal blocks, portable appliance testing of assets owned / provided by the Council, servicing of heat recovery ventilation systems, inspection and testing of market stall power supplies, installation of power points in housing properties for Telecare/Lifeline units and remedial works identified during testing and/or servicing of equipment. This contract will also include portable appliance testing and associated remedial works at the Civic Offices and Thameside Complex and testing of frost protection devices for the car park ramp at the Civic Offices.

1.2 The Contract also includes the replacement of heat recovery ventilation systems and/or a substitute technology. The replacement programme is for the first year of the Contract only; the programme thereafter will be determined subject to need and available funding.

1.3 In responding to this opportunity, Contractors confirm that they can comply with the relevant statutes and regulations current at the time of the selection process, including as may be relevant, Health and Safety, Control of Asbestos, COSHH, Electricity at Work, Manual Handling and Personal Protective Equipment.

2.0 AIM OF THE CONTRACT

2.1 Overall, this Contract shall ensure that fixed electrical installations and portable appliances within the Thurrock Council housing portfolio are safe and heat recovery systems are maintained to a fully operational level at all times.

2.2 Achievement of the aims will generally be measured by the Contractor’s performance as set out in the Key Performance Indicators in Appendix 1 to this specification.

3.0 PRELIMINARIES

3.1 Health and Safety

3.1.1 All Contractors are expected to fully comply with ALL health and safety legislation. All new operatives shall be formally trained in the safe use of all tools and Contractors shall ensure that their operatives have the correct equipment including personal protective equipment. Full training and assessment records of all operatives must be kept in an acceptable manner.

3.1.2 The Contractor and all persons (including sub-contractors) employed by him on the work shall comply fully with the Health and Safety at Work Act 1974 and all appropriate enactment’s which are relevant statutory provisions under that Act and with all other relevant safety requirements and with appropriate codes of practice and Health and Safety Executives Good Practice Guidance Notes.

3.1.3 The Contractor shall provide all necessary equipment and safe provision for power to the works.

3.1.4 Unless explicitly agreed by the Council’s Authorised Officer, the Contractor will not be allowed to use the existing dwellings and their services and amenities. This shall apply irrespective of any permission and/or arrangements given or made between the Contractor and the resident at the dwelling.
3.1.5 Under the Control of Asbestos Regulations 2006, the Contractor is expected, where Asbestos Containing Materials (ACMs) are discovered, to stop works immediately and notify the Council’s Authorised Officer without delay so corrective action can be taken. Under no circumstances shall any ACM be removed or disturbed, the requirement on the Contractor shall be to provide appropriate feedback immediately.

3.1.6 In the furtherance of operative safety, the Contractor shall presume that there will be a presence of asbestos containing materials forming some constituent part of appliances and plant room unless evidenced to the contrary.

3.2 CDM Requirements

3.2.1 Where Contracts are notifiable under CDM the Client shall appoint the CDM advisor in line with current CDM regulations and the Contractor shall comply with all duties and obligations under this enactment.

3.3 Customer Care

3.3.1 Thurrock have an excellent reputation for customer service, and aim to maintain this by working in partnership with their Contractors.

3.3.2 In order to achieve this, the Contractor shall follow best practice principles in their contact with residents regarding work to be completed in their block. The following list provides examples of these principles, but is not exhaustive.

- All communication (e.g. letters) must be easy to understand and identify who is the contact (name, address, telephone number etc.);
- All workers must wear identity cards at all times;
- The resident’s permission must be sought before the Contractor (or anyone acting for him) works/inspects etc. within the curtilage of the property or on the property itself; and
- All workers will act as quietly as possible and take steps to minimise disruption to residents
- Work will take place in resident’s homes or within communal areas between the hours of 9.00am to 6.00pm.
- Where the work also needs access to residents’ homes, the Contractor shall comply with the following additional requirements:
  - Residents must be treated with respect and in a friendly and courteous manner

3.3.3 At all stages the resident must be consulted about the work. For example, in making appointments to carry out testing/inspections and remedial works, making arrangements for the work to be done and deciding whether a satisfactory job has been done.

3.3.4 The prescribed level of supervision by the Contractor must be guaranteed and, at an individual level, both client and Contractor representatives must establish good working relationships, understanding each other’s requirements.

3.3.5 In the interests of safeguarding, employees should not have unsupervised access to children (under the age of 18) or vulnerable adults and it is important that the resident/householder maintains responsibility for supervision of persons on site during the works. Contractors are not permitted to work in premises occupied by persons of under the age of 18 unless supervised by a member of the household of
at least 18 years of age. Where this supervision is not in place, the operatives must withdraw from site immediately until adequate supervision is reinstated, record any delays, and report to the Council’s Authorised Officer. If the Contractor has any further concerns, including the behaviour of the resident/householder, they should report these immediately to the Authorised Officer.

3.4 Access Arrangements

3.4.1 It is the Contractor’s responsibility to gain access to Residents flats after giving at least two weeks’ notice having due regard to the individual needs of residents, particularly those that are vulnerable.

3.4.2 The Contractor shall implement an Access Procedure to be agreed by the Authorised Officer to ensure as far as possible that all residents properties are accessible for testing/inspections and remedial works. Should, despite following this procedure access is still not achievable, the Contractor shall thereafter liaise with the Authorised Officer to agree further action.

3.4.3 Where there are void properties, the Contractor shall contact the Authorised Officer to obtain keys for access to such properties to carry out works. On completion of the work the keys are to be returned to the Authorised Officer within 48 hours of completion.

3.5 Working in Occupied Homes

3.5.1 Where the work is taking place in homes which are lived in whilst the work is carried out the Contractor must ensure that the workforce engaged in this contract (including sub-contractors where used) adopt a high standard of customer care at all times. In addition to the customer service requirements set out, all staff must adhere to the following rules as a minimum:

- The use of radios for site entertainment is not permitted;
- Use of offensive or abusive language will not be tolerated;
- All residents must be treated with proper respect and in particular the requirements of the elderly and those with special needs;
- The Contractor shall prohibit staff from smoking or using any of the residents welfare facilities (WC, sink etc.) whilst attending any property; and
- All staff will be required to be properly and presentably dressed in appropriate work-wear to the satisfaction of the Council’s Authorised Officer.

3.5.2 The Contractor must treat the property of the customer with respect. Specifically, it shall be brought to the Contractor’s notice that he shall be working around customer’s own white goods in confined areas and the therefore must make all attempts to minimise disruption and damage. The Contractor shall be liable for any damage he causes to the Resident’s own property by act or failure to act as appropriate.

3.5.3 The Contractor will ensure that all residents have equal access to the service regardless of vulnerability or diversity. Thurrock will require formal acknowledgement that all operatives have undertaken recognised training with regard to Equality and Diversity.

3.5.4 Where necessary, dust sheets must be provided and used to minimise the impact of any works to the Resident’s property.
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3.5.5 The Contractor or any workers, or sub-contractors must not make any comment or pass opinions relating to housing maintenance/servicing decision or Council Policy. Any queries about such a decision should be referred to the Council’s Authorised Officer.

3.5.6 Where access to occupied homes is necessary the Contractor will be required to provide an appointments system (subject to approval by the Council) in order that the appointment may be arranged.

3.6 Working with the Council

3.6.1 The Contractor shall deliver this service with the Council in a way that embodies the spirit of partnership.

3.6.2 The Council’s “Authorised Officer” shall provide the overall client management element of the contract. The Authorised Officer will provide the day-to-day liaison in terms of instruction, variation and data collection.

3.7 Complaints

3.7.1 The Contractor shall put in place a complaints system that is compatible with the Council’s Complaints Procedure, details of which are available at https://www.thurrock.gov.uk/complaints-procedure/how-to-complain. Details of complaints and the remedial action where appropriate shall be shared with the Council’s Authorised Officer at the performance meetings.

3.8 General

3.8.1 The Contractor shall not and he shall ensure that his staff do not unlawfully remove any article or thing from any Site or from any of the Council's premises whether the property of the Council or of its employees, agents or sub-Contractors, or of any other persons.

3.8.2 The Contractor shall ensure that at all times the Authorised Officer or a duly authorised Deputy is contactable by the Council and who will inform the Council promptly of any act or omission of the Council or the Contractor which will prevent or hinder the Contractor from complying with the requirements of this contract.

3.8.3 The Contractor shall observe and shall ensure that his employees observe the security of all Sites

4.0 TECHNICAL REQUIREMENTS PERIODIC INSPECTION AND TESTING OF ELECTRICAL INSTALLATIONS

4.1 Scope of Works

4.1.1 The work consists of periodic inspection and testing of electrical installations in Council owned properties. This specification covers single residential dwellings, communal landlord supplies and landlord owned sub-main electrical supplies in multi-occupancy blocks.

4.1.2 The work is required to provide a view that the electrical installation within these properties is in a satisfactory condition where it can continue to be used safely.

4.1.3 The work outlined in this specification will be carried out to ensure compliance with the Electricity at Work Regulations 1989 and the Landlord and Resident Act 1985. All inspection and testing will be carried out as detailed in Part 6 of BS7671:2008
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4.1.4 The work will be carried out by personnel suitably skilled and competent in carrying out inspection and testing who are certified to City and Guilds 2391/ 2395 or equivalent.

4.2 Extent and Limitations

4.2.1 The extent of this work shall cover the complete electrical installation within the properties including but not limited to;

- Main switches/incoming switches;
- Busbars;
- Sub-main supplies and switchgear;
- Landlord owned sub-main supplies to flats and maisonettes;
- Distribution boards;
- Consumer units;
- Final circuits; and
- Heat recovery ventilation systems where fitted including mains supply wiring & control wiring.

4.2.2 Where it is unsafe or impractical to carry out inspection and testing to any of these items they will be listed as operational limitations with the agreement of the Authorised Officer.

4.2.3 Items excluded include but are not limited to;

- Heating and hot water services;
- Fire detection systems;
- Door entry systems;
- Aerial systems;
- Lightning protection systems;
- Water and sewage pumping systems;
- CCTV systems;
- Lifts; and
- External estate column lights to walkways and estate roads.

(Note, electric supplies to these systems are included in the extent of this work and only the control wiring is outside the scope of the work and should be included as a limitation)

4.3 Required Information

4.3.1 Where past certification for the electrical installation exists it will be made available to the contractor upon request. It should not be assumed that past certification exists and for the purposes of pricing the tender it should be made on the assumption that no previous certification exists.
4.3.2 It will be the responsibility of the Contractor to state the recommended time interval until the next inspection, it would be expected that unless there are particular circumstances that dictate otherwise the recommended frequency of inspection of the electrical installations will be as detailed in Chapter 3, Table 3.2 of Guidance Note 3.

4.3.3 Residents are be informed prior to the works in writing that their property is due to be inspected and tested. This letter will also explain any isolation of electrical services and outline the affects that the testing will have on residents and any services they will lose while the inspection and testing is ongoing. The Contractor will also make users in the property aware of any isolation of electricity supplies that are planned in the course of the work and what equipment the isolation will affect. The contractor should pay particular attention to any medical equipment that residents may be using that will be affected.

4.4 **Inspection and Testing Samples**

4.4.1 Individual domestic dwellings and other simple installations such as low rise blocks containing four flats or less will not be subject to sampling as the extent of the testing is rudimentary and one hundred percent of the installation should be inspected and tested.

4.4.2 The sections below headed “periodic inspection” and “periodic testing” only apply to more complex installations such as communal landlord services to blocks with excess of four flats.

**Periodic Inspections**

4.4.3 Sample sizes for inspection will be as detailed in Guidance Note 3, Chapter 3, Table 3.3 (range of samples for inspection), with the exception of final circuit accessories, where for the purposes of this specification the Contractor shall inspect at least one socket-outlet and one light fitting as a minimum on each floor.

4.4.4 Where the inspection of samples shows deteriorations, defects or other causes for concern, the Contractor shall increase the sampling rate as they feel is required up to one hundred percent in that area if necessary; until they are satisfied that the report covers an appropriate cross-section of the installation

**Testing**

4.4.5 Testing of the electrical installation shall be carried out as detailed in Guidance Note 3, Chapter 3, Table 3.4.

4.4.6 In installations where it is impractical and unsafe to isolate the main supply, protective earthing including bonding conductors will not be disconnected; bonding conductors and supplementary bonding conductor’s continuity will be tested using the wandering lead method, measuring between extraneous–conductive–parts and the MET or a known earth connection and to directly measure earth loop impedance at the same time.

4.5 **Electrical Installation Condition Reports**

4.5.1 On completion of the periodic inspection and testing the electrical installation condition report and its accompanying schedules of inspections and test results shall be provided in an electronic format, damage, deterioration, defects, dangerous conditions and non-compliances must be recorded in the report.
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4.5.2 The work will not be deemed to be complete until the Electrical Installation Condition Report and appropriate schedule of inspections and test results are received by the Authorised Officer.

5.0 TECHNICAL REQUIREMENTS PORTABLE APPLIANCE TESTING

5.1 Scope of Works

5.1.1 The Contractor shall be responsible for ensuring the portable and transportable appliances are inspected and tested in line with the Electricity at Work Regulations 1989 and the most up to date guidance from the Health and Safety Executive.

5.1.2 The work is required to provide a view that portable and transportable electrical appliances are in satisfactory condition where they can continue to be used safely.

5.1.3 The Contractor shall make arrangements to carry out testing in line with previous testing dates and will affix a label to each piece of equipment testing detailing the date tested and the date the next test is due. In addition the Contractor should supply an electronic report to Authorised Officer on a monthly basis detailing the tests completed and pass/fail status.

6.0 TECHNICAL REQUIREMENTS PERIODIC INSPECTION AND TESTING OF MARKET STALL POWER SUPPLIES

6.1 Scope of Works

6.1.1 The work consists of periodic inspection and testing of electrical power supplies for market stalls located on the highway at the following locations - Grays High Street, Grays, Essex, RM17 6QF, Clarence Road, Grays, Essex, RM17 6RD and Derwent Parade, South Ockenden, Essex, RM15 5EE.

6.1.2 This specification covers the electrical supplies including distribution switchgear, sub-main cables and outlets from the regional electricity companies (REC) service head to the feeder pillar at point of use.

6.1.3 The work is required to provide a view that the electrical power supplies are in satisfactory condition where they can continue to be used safely.

6.1.4 The work outlined in this specification will be carried out to ensure compliance with the Electricity at Work Regulations 1989 and the Series 1400 Electrical work for road lighting and traffic signs.

6.1.5 All inspection and testing will be carried out as detailed in Part 6 of BS7671:2008 Amendment 3:2015 and the IET Guidance Note 3 Inspection and Testing to BS7671:2008 Amendment 3:2015.

6.1.6 The work will be carried out by personnel suitably skilled and competent in carrying out inspection and testing who are certified to City and Guilds 2391/2395 or equivalent.

6.2 Extent and Limitations

6.2.1 The extent of this work shall cover the complete electrical installation from the origin of supply to the feeder pillar outlet and shall include but not limited to;

- Main switches/incoming switches;
- Sub-main supplies and switchgear;
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- Distribution boards;
- Consumer units; and
- Final circuits.

6.2.2 Where it is unsafe or impractical to carry out inspection and testing to any of these items they will be listed as operational limitations with the agreement of the Authorised Officer.

6.2.3 Items that will not be inspected and tested as part of this work and shall be listed as limitations.

6.3 Required Information

6.3.1 Where past certification for the electrical installation exists it will be made available to the contractor upon request. It should not be assumed that past certification exists and for the purposes of pricing the tender it should be made on the assumption that no previous certification exists.

6.4 Frequency of Testing and Inspections

6.4.1 Installations will be initially inspected and tested annually and NICEIC. Electrical Installation Condition Report submitted, it will be the responsibility of the Contractor to state the recommended time interval until the next inspection if they feel the timespan should be reduced due to the results of the inspection and test. Any increased frequency in testing must be signed off by the Authorised Officer prior to being completed.

6.4.2 Following the initial annual periodic inspection and test a routine check will be carried out every three months, this will consist of a reduced inspection and test of the outlets and will include:

- Reporting and inspection of the general condition of the pillars, socket outlets and enclosures,
- Testing of RCD’s to verify operation of the device in compliance with BS7671.
- Earth loop impedance test at each outlet and verification against the maximum values listed in BS7671 to show compliance with the maximum disconnection times under fault conditions.

6.4.3 The routine checks will be recorded and the results submitted on a purpose made sheet, the layout and format of which shall be agreed with the Authorised Officer.

6.4.4 A programme of inspection and testing will be submitted prior to the work taking place that will be agreed with the Authorised Officer.

6.5 Inspection and Testing Samples

6.5.1 The power supplies installation will not be subject to sampling as the extent of the testing is rudimentary and one hundred percent of the installation should inspected and tested.

6.6 Electrical Installation Condition Reports

6.6.1 On completion of the periodic inspection and testing the Electrical Installation Condition Report and its accompanying schedules of inspections and test results
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shall be provided in an electronic format, damage, deterioration, defects, dangerous conditions and non-compliances must be recorded in the report.

6.6.2 The work will not be deemed to be complete until the Electrical Installation Condition Report and appropriate schedule of inspections and test results are received by the Authorised Officer.

7.0 TECHNICAL REQUIREMENTS SERVICING HEAT RECOVERY SYSTEMS

7.1 Scope of Works

7.1.1 Heat exchangers and ventilation equipment are installed within domestic low rise and high rise properties.

7.1.2 The contactor is required to test the equipment including all components for electrical and mechanical integrity.

7.1.3 If the tests are successful the unit is to be vacuumed clean and heat exchangers removed for washing. The exchangers should be cleaned in line with the manufacturer's instructions and left to dry.

7.1.4 The room filters are to be replaced in each room and the air flow adjusted.

7.1.5 The unit is then to be reassembled and performance adjusted to achieve the manufacturers recommended air-flow rated in m/Sec.

7.1.6 The Contractor is to prove the integrity of the condensate drain from the unit.

7.2 Reporting

7.2.1 On completion of the testing and servicing a condition report and its accompanying schedules of inspections and test results shall be provided in an electronic format. Damage, deterioration, defects, dangerous conditions and non-compliances must be recorded in the report.

7.2.2 The work will not be deemed to be complete until the condition report and appropriate schedule of inspections and test results are received by the Authorised Officer.

8.0 TECHNICAL REQUIREMENTS INSTALLTION OF POWER POINTS IN HOUSING PROPERTIES FOR TELECARE/LIFELINE UNITS

8.1.1 Supply and install new switched socket within the curtilage of the property, as identified by the Authorised Officer, and in accordance with the IEE wiring regulations.

8.1.2 Include for wall chases, make good finish and test on completion.

8.1.3 Switch Socket to comply to BS 1363 Pt 2: 1995.

9.0 TECHNICAL REQUIREMENTS ANNUAL TESTING OF FROST PROTECTION DEVICES FOR CAR PARK RAMP

9.1 The contactor is required to test heat tapes located a car entrance and exit ramp for condition, mechanical integrity and load testing.
9.2 On completion of the testing a condition report and its accompanying schedules of inspections and test results shall be provided in an electronic format. Damage, deterioration, defects and non-compliances must be recorded in the report.

9.3 The work will not be deemed to be complete until the condition report and appropriate schedule of inspections and test results are received by the Authorised Officer.

10.0 TECHNCIAL REQUIREMENTS MINOR REPAIRS AND REMEDIAL WORKS

10.1 General

10.1.1 The installations/works shall comply in every respect with the following:

- Electricity at Work Regulations 1989 as amended.
- Electricity Safety, Quality and Continuity Regulations 2002 as amended.
- All current applicable Building Regulations as amended. The Construction (Design and Management) Regulations as amended.
- The requirements of the Local Electricity Supply Company. The requirements of the Electricity Metering Company.
- All applicable British and European Standards and requirements which ever are the higher. The Project Specification in its entirety.
- The contractor executing the work shall be approved by and enrolled with the National Inspection Council for Electrical Installation Contracting.

10.1.2 The Contractor is to include for detailed design work in respect of final circuit conductor sizing and circuitry etc.

10.1.3 The detail design work shall be the sole responsibility of the Contractor such detail design must ensure full compliance with all relevant requirements of the Electricity supplier and the current edition of the Requirements for Electrical Installations IEE Wiring Regulations (BS 7671:2008+A3:20015) as published by the Institution of Engineering and Technology and the BSI.

10.1.4 Any making good to surfaces damaged by the making of holes to accept cables or accessories etc. must be carried out by the Contractor. All making good is to be completed during or immediately on completion of the electrical installation to a decorating standard.

10.1.5 The Contractor is to allow for and to execute making good in plaster work to a decorating standard as required to all areas where disturbed surfaces are visible following the removal of redundant services.

10.2 Minor Repairs

10.2.1 In order to deliver best value, any minor repairs identified whilst undertaking testing that are valued up to £100 (exc VAT) (as a total including materials and labour at the price detailed in the schedule of rates) shall be completed immediately without further
recourse to the Authorised Officer. For clarity, no further charge will be accepted for travelling time and vehicle expense where repairs take place during testing.

10.3 Remedial Works

10.3.1 Supply and Install Consumer Unit
- Supply and install consumer unit as per manufacturer’s instructions, test on completion and provide certificate.
- Consumer unit to be metal clad and comply to;

10.3.2 Supply and Install RCD
- RCD to comply with BS EN 61008-2-1:1995.

10.3.3 Supply and Install RCBO
- RCBO to comply with BS EN 61009-2-1:1995 and BS EN 61543:1996.

10.3.4 Supply and Install MCB

10.3.5 Supply and Install Blank Insert

10.3.6 Supply and Install 100A DP REC Switch
- Supply and install 100A Double Pole Regional Electricity Company (REC) Isolator assembly mounted adjacent to the domestic meter in full compliance with the Electricity Company’s requirements.

10.3.7 Supply and Install Labels
- Supply and install labels of every outgoing circuit and identify on a renewable typed circuit chart contained in a transparent plastic wallet which is to be permanently fixed adjacent to the Consumer unit.
- The information shall include circuit identification numbers, cable sizes, circuit protection device ratings and a description of the area/number of points and items supplied by the circuits.

10.3.8 Supply and Install Meter Tails
- Supply and install meter tails as required.
- Meter tails to comply with BS 6004:2012.
10.3.9 Supply and Install PVC-u Mini Trunking
- Supply and install PVC-u mini trunking. Trunking which should be located as to provide the least possible visual impact in positions to be agreed with the Authorised Officer.

10.3.10 Supply and Install Ceiling Rose and Pendent
- Supply and install new ceiling rose and pendant, complete with single tube high frequency fluorescent light fitting and diffuser.
- Include for making good and testing.
- Pendent light set to comply with BS EN 61184:1995 and EI BASEC certified.
- Pendant sets to incorporate a heat resistant safety lamp holder, heat resisting PVC insulated and sheathed flexible 0.75mm² two core Circular Cable complying to BS EN 50525-1:2011.

10.3.11 Supply and Install Lighting Switch
- Supply and install lighting switch, include for making good and testing.
- Plate switch to comply with BS EN 60669-2-6:2012.

10.3.12 Supply and Install Switch Socket Outlet
- Supply and install new switched socket in accordance with the IEE wiring regulations.
- Include for making good and testing.
- Switch Socket to comply with BS 1363-2:1995+A4 2012.

10.3.13 Supply and Install a 13 Amp Fused Connection Unit
- Supply and install 13 amp fused connection unit and associated wiring.
- Include for making good and testing.
- Fused connection unit to comply with BS 1363-4:1995+A4:2012.

10.3.14 Supply and Install 45 Amp Cooker Control Unit
- Supply and install cooker control unit and associated wiring, including miniature circuit breaker at consumer unit.
- Include for making good and testing.
- Cooker control unit to comply with BS 4177:1992.

10.3.15 Supply and Install 20 Amp Double Pole Switch
- Supply and install 20 amp double pole switch.
Appendix 1 - Specification and Requirements

- Include for making good and testing.
- Double pole switch to comply to BS 1362 Part 2 and BS EN 60669-1:1999+A2:2008.

10.3.16 Supply and Install 45 Amp Shower Switch
- Supply and install shower switch and associated wiring, including miniature circuit breaker at consumer unit.
- Include for making good and testing.
- Shower switch to comply with BS EN 60669-2-6:2012.

10.3.17 Supply and Install Hardwired Smoke Alarm with Ten Year Lithium Battery
- Supply and install smoke detector, smoke detector shall be installed on a flat ceiling in the circulation space of the property.
- Smoke detectors should be located as near as possible to the living accommodation, and should not be more than 300mm from bedroom doors.
- The smoke detector shall be mains operated with battery backup and connected to the existing electrical system.
- Where multiple alarms are to be installed they are to be wirelessly interfaced to facilitate multiple activation in the event of any one device being triggered.
- Smoke alarm to comply BS 5839-6:2013.

10.3.18 Supply and Install Hardwired Heat Detector with Ten Year Lithium Battery
- Supply and install heat detector within kitchen, within a maximum of 5.3m from any potential source of fire in the kitchen.
- There should be a minimum of 300mm between the detector and any object which might impede the flow of heat to the alarm, such as light pendants.
- The heat detector shall be mains operated with battery backup and connected to the existing electrical system.
- Heat detector to comply with BS 5839-6:2013.

10.3.19 Supply and Install 10mm Protective Bonding Conductor to Water / Gas Service
- Supply and install 10mm protective bonding conductors at the point of entry to the property of the incoming water and gas supplies.
- Protective bounding conductor to comply with BS 7671:2008+A3:20015.

10.3.20 Supply and Install Supplementary Protective Bonding Conductors
- Supply and install supplementary protective bonding conductors as agreed with the Authorised Officer.
- Protective bounding conductor to comply with BS 7671:2008+A3:20015.
10.3.21 Renew Lighting Circuit

- Lighting circuits shall be renewed originating from dedicated RCBO's utilising the wiring methods detailed below.
- Rewires shall be carried out in accordance with the latest IEE regulations (17th Edition) to include for concealment where possible through existing roof and floor voids and the like. Where no other option for concealment exists, Wiring shall be run in PVC mini trunking which should be located as to provide the least possible visual impact in positions to be agreed with the Authorised Officer.
- Complete wiring is to include all required works included for within these detailed specifications including smoke and heat alarms, bonding and all other works which might reasonably be required by the specification.
- In Kitchens, Cloakrooms and Bathrooms all wiring should be concealed.
- White moulded accessories are to be as indicated in the tables below. All lighting switches shall be installed at a height of 1.4m from floor level or at the existing mounting height.
- Ceiling roses, cord grip lamp holders and batten holders are to be as listed in associated schedule. Batten holders are to be installed only in WC’s, areas outside the equipotential bonded zone and as an alternative to pendants where ceilings are low. Ceiling mounted pull cord switches are to be used in bathrooms, pull cords are to be secured using screwed "eye rings" fitted to door frames as required.
- Pendant flexes to lamp holders are to be of twin circular 85°C LSZH insulated, 85°C LSZH sheathed 0.75mm² at a length of 300mm. Where cables with insulation other than brown are to be adopted as line conductors or for switching purposes the conductors must be identified by brown over sleeving.
- Materials to comply with standards listed previously.

<table>
<thead>
<tr>
<th></th>
<th>Configuration 1 - Flat One Bedroom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
<tr>
<td></td>
<td>1 x smoke alarm</td>
</tr>
<tr>
<td>Lounge</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
<tr>
<td>Kitchen</td>
<td>1 x linear fluorescent luminaire</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
<tr>
<td>Bathroom/WC</td>
<td>1 x enclosed luminaire</td>
</tr>
<tr>
<td></td>
<td>1 x 1 way ceiling switch</td>
</tr>
<tr>
<td>Bedroom (each)</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Configuration 2 – Flat Two Bedroom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>2 x 1 gang 2 way plate switch</td>
</tr>
<tr>
<td></td>
<td>1 x smoke alarm</td>
</tr>
</tbody>
</table>
### Appendix 1 - Specification and Requirements

<table>
<thead>
<tr>
<th>Room</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lounge</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>2 x 1 gang 2 way plate switch</td>
</tr>
<tr>
<td>Kitchen</td>
<td>1 x linear fluorescent luminaire</td>
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<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
<tr>
<td>Bathroom/WC</td>
<td>1 x enclosed luminaire</td>
</tr>
<tr>
<td></td>
<td>1 x 1 way ceiling switch</td>
</tr>
<tr>
<td>Bedroom (each)</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
</tbody>
</table>

**Configuration 3 – House Two Bedroom**

<table>
<thead>
<tr>
<th>Room</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
<tr>
<td></td>
<td>1 x smoke alarm</td>
</tr>
<tr>
<td>Lounge</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
<tr>
<td>Kitchen</td>
<td>1 x linear fluorescent luminaire</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
<tr>
<td>Bathroom/WC</td>
<td>1 x enclosed luminaire</td>
</tr>
<tr>
<td></td>
<td>1 x 1 way ceiling switch</td>
</tr>
<tr>
<td>Landing</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
<tr>
<td>Bedroom (each)</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
</tbody>
</table>

**Configuration 4 – House Three Bedroom**

<table>
<thead>
<tr>
<th>Room</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>2 x 1 gang 2 way plate switch</td>
</tr>
<tr>
<td></td>
<td>1 x smoke alarm</td>
</tr>
<tr>
<td>Lounge</td>
<td>2 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>2 x 1 gang 2 way plate switch</td>
</tr>
<tr>
<td>Kitchen</td>
<td>1 x linear fluorescent luminaire</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 1 way plate switch</td>
</tr>
<tr>
<td>Bathroom/WC</td>
<td>1 x enclosed luminaire</td>
</tr>
<tr>
<td></td>
<td>1 x 1 way ceiling switch</td>
</tr>
<tr>
<td>Landing</td>
<td>1 x ceiling rose and pendant</td>
</tr>
<tr>
<td></td>
<td>1 x 1 gang 2 way plate switch</td>
</tr>
</tbody>
</table>
10.3.22 Renew Ring Circuit

- Rewiring of circuits shall be carried out in accordance with the latest IEE regulations (17th Edition) to include for concealment where possible through existing roof and floor voids and the like.
- Where installations are to utilise accessible floor/ceiling voids all carpets, floor coverings and floor structures that are to be disturbed shall be lifted with care and re-laid in a professional manner as not to cause damage. Where required the Contractor shall provide at no cost to the Client a professional carpet fitter/floor layer to undertake this work.
- Where no other option for concealment exists, wiring shall be run in PVC mini trunking which should be located as to provide the least possible visual impact in positions to be agreed with the Authorised Officer.
- All surface mounting boxes, couplers, reducers, bends, tees, end caps, adaptors etc. shall be of the same manufacture/type/pattern specifically designed to be used in conjunction with the white PVC mini trunking profile being utilised. Trunking to box adaptors are to be utilised when terminating mini trunking at accessory boxes.
- Where PVC mini-trunking is to be installed horizontally it is to be run full length, i.e. wall to wall, where it is to be installed vertically it shall be run floor/skirting to ceiling, with no short legs ending at end caps. Short legs of mini trunking will only be acceptable when terminating at surface moulded accessory boxes utilising trunking to box adaptors.
- Where mini trunking is to be installed either side of walls/partitions/ timber frames etc. PVC conduit sleeves securely terminated at both trunking runs utilising threaded adaptors are to be installed. Flexible or pliable PVC conduits are not to be used.
- Where the existing installation includes surface mounted pvc mini trunking routed to points/outlets which are at usable locations the mini existing mini trunking shall not be reused but shall be carefully removed with due care to ensure minimal disturbance to the decorative finishes within the immediate area. Replacement new white PVC mini trunking shall be installed to serve the new the points/outlets.
- All switched socket outlets shall be mounted at a minimum height of 150mm from floor level, except in kitchens, where they are to be installed at 150mm above the work top. No switch socket outlet shall be positioned directly adjacent to above or below the cooker control.
- All switched socket outlets within lounges and bedrooms shall be installed in diagonally opposing corners of each room avoiding the doorway, or at the dictates of the room layout or otherwise instructed by the Authorised Officer.
- Where fixed appliances are to be connected into the new installation, i.e. ventilation extractor fans, central heating systems, etc., these will be fed via switched fused connection units or double pole isolation switches engraved with the details of the equipment being supplied, final connections shall be via flex outlet plates, unswitched socket outs or unswitched fused connection units sited local to the appliance.
- Materials to comply with standards listed previously.
## Appendix 1 - Specification and Requirements

### Configuration 1 - Flat One Bedroom

<table>
<thead>
<tr>
<th>Area</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall</td>
<td>1 x 13A single switched socket outlet</td>
</tr>
<tr>
<td></td>
<td>1 engraved extractor x 13A neon indicated switched fused connection unit</td>
</tr>
<tr>
<td>Lounge</td>
<td>4 x 13A twin switched socket outlet</td>
</tr>
<tr>
<td>Kitchen</td>
<td>3 x 13A twin switched socket outlet</td>
</tr>
<tr>
<td></td>
<td>5 engraved as appropriate x 13A neon indicated switched fused connection unit</td>
</tr>
<tr>
<td></td>
<td>2 x flex outlet plate</td>
</tr>
<tr>
<td></td>
<td>3 x 13A single unswitched socket outlet</td>
</tr>
<tr>
<td>Bathroom/WC</td>
<td>1 x flex outlet plate</td>
</tr>
<tr>
<td>Bedroom (each)</td>
<td>2 x 13A twin switched socket outlet</td>
</tr>
<tr>
<td>Boiler</td>
<td>1 engraved x 13A neon indicated switched fused connection unit</td>
</tr>
<tr>
<td>Immersion Heater</td>
<td>1 x 20A neon indicated double pole switch</td>
</tr>
<tr>
<td>Cooker</td>
<td>1 x 32/45A neon indicated double pole switch</td>
</tr>
<tr>
<td></td>
<td>1 x cooker outlet plate</td>
</tr>
</tbody>
</table>

### Configuration 2 – Flat Two Bedroom

<table>
<thead>
<tr>
<th>Area</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall</td>
<td>1 x 13A single switched socket outlet</td>
</tr>
<tr>
<td></td>
<td>1 engraved extractor x 13A neon indicated switched fused connection unit</td>
</tr>
<tr>
<td>Lounge</td>
<td>4 x 13A twin switched socket outlet</td>
</tr>
<tr>
<td>Kitchen</td>
<td>3 x 13A twin switched socket outlet</td>
</tr>
<tr>
<td></td>
<td>5 engraved as appropriate x 13A neon indicated switched fused connection unit</td>
</tr>
<tr>
<td></td>
<td>2 x flex outlet plate</td>
</tr>
<tr>
<td></td>
<td>3 x 13A single unswitched socket outlet</td>
</tr>
<tr>
<td>Bathroom/WC</td>
<td>1 x flex outlet plate</td>
</tr>
<tr>
<td>Bedroom (each)</td>
<td>2 x 13A twin switched socket outlet</td>
</tr>
<tr>
<td>Boiler</td>
<td>1 engraved x 13A neon indicated switched fused connection unit</td>
</tr>
<tr>
<td>Immersion Heater</td>
<td>1 x 20A neon indicated double pole switch</td>
</tr>
<tr>
<td>Cooker</td>
<td>1 x 32/45A neon indicated double pole switch</td>
</tr>
<tr>
<td></td>
<td>1 x cooker outlet plate</td>
</tr>
</tbody>
</table>

### Configuration 3 – House Two Bedroom

<table>
<thead>
<tr>
<th>Area</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall</td>
<td>1 x 13A single switched socket outlet</td>
</tr>
</tbody>
</table>
### Appendix 1 - Specification and Requirements

<table>
<thead>
<tr>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lounge</td>
<td>4 x 13A twin switched socket outlet</td>
</tr>
<tr>
<td>Kitchen</td>
<td>3 x 13A twin switched socket outlet</td>
</tr>
<tr>
<td></td>
<td>5 engraved as appropriate x 13A neon indicated switched fused connection unit</td>
</tr>
<tr>
<td></td>
<td>2 x flex outlet plate</td>
</tr>
<tr>
<td></td>
<td>3 x 13A single unswitched socket outlet</td>
</tr>
<tr>
<td>Bathroom/WC</td>
<td>1 x flex outlet plate</td>
</tr>
<tr>
<td>Landing</td>
<td>1 engraved extractor x 13A neon indicated switched fused connection unit</td>
</tr>
<tr>
<td>Bedroom (each)</td>
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</tr>
<tr>
<td>Boiler</td>
<td>1 engraved x 13A neon indicated switched fused connection unit</td>
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<tr>
<td>Immersion Heater</td>
<td>1 x 20A neon indicated double pole switch</td>
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<tr>
<td>Cooker</td>
<td>1 x 32/45A neon indicated double pole switch</td>
</tr>
<tr>
<td></td>
<td>1 x cooker outlet plate</td>
</tr>
</tbody>
</table>

10.3.23 Supply and Install Protective Heat Hood to Recessed Down Lighter

- Supply and install protective heat hood to recessed down lighter.
10.3.24 Re-terminate connection to accessory
   • Re-terminate connection to accessory and test on completion.

10.3.25 Supply and Install Titanium Immersion Heater Element
   • Supply and install titanium immersion heater element in line with manufacturer guidelines and test on completion.

10.4 Other Repairs
10.4.1 The Contractor is to provide a cost to attend site including the first hour’s labour plus additional hourly rate charges for both Normal Working Hours and outside of Normal Working Hours inclusive of small plant and tools and percentage uplift on materials required to complete the job. Please note the Council reserve the right to request invoices to validate the cost of materials.

10.4.2 Over the life of the Contract the Council reserve the right to introduce a schedule of rates for common items.

11.0 TECHNICAL REQUIREMENTS INSTALLATION HEAT RECOVERY SYSTEMS

11.1 Performance Specification

   Heat Recovery System


11.1.2 System must incorporate heat exchangers that are specifically designed to be dismantled for cleaning and/or flash steam recovery vessels designed with maximum vapour velocities that minimise droplet carry-over with the flash steam and include de-entrainment sections.

11.1.3 System to conform to the requirements of the EU Pressure Equipment Directive PED 97/23/EC in respect of their design, manufacture and testing procedures.

11.1.4 System should meet the whole house ventilation rates detailed below –

<table>
<thead>
<tr>
<th>Number of Bedrooms</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whole Dwelling Ventilation Rate a b (l/s)</td>
<td>13</td>
<td>17</td>
<td>21</td>
<td>25</td>
<td>29</td>
</tr>
</tbody>
</table>

11.1.5 In addition, the minimum ventilation rate should not be less than 0.3 l/s per m² of internal floor area, this includes all floors, e.g. for a 2 story building add the ground and first floor areas. This is based on two occupants in the main bedroom and a single occupant in all other bedrooms. This should be used as the default value if a greater level of occupancy is expected add 4l/s per occupant.

   Ducting

11.1.6 Rigid ducting (Plastic) or semi-rigid PE ducting with anti-bacterial lining is to be used.
11.1.7 All components of the ducting system should be joined with robust details to achieve air tightness without the need of tapes.

11.1.8 The ducting is to be dimensioned in such way, that air velocities are limited to 2.5m/s in the peripheral ducts, leading up to the supply and extract valves.

11.1.9 Best practice guidelines in terms of layout are to be adhered to.

11.1.10 Suitable valves for the supply and extract are to be installed, so that appropriate ventilation for all parts of the building is to be achieved.

11.1.11 All supply and extract ducts are to be installed within the thermal envelope without cold bridging. If ducting needs to be installed in cold spaces, 50-100mm of insulation is to be applied.

11.1.12 Complex systems of rigid ducting should have maintenance openings.

11.1.13 Intake and exhaust ducting (carrying cold air) within warm spaces need to be insulated with vapour-proof insulation of 25-50mm. Insulation of less thickness can be installed, if of equivalent insulation values.

11.1.14 The terminals of the intake and exhaust on the outside are either louvered grilles (2m apart), roof cowls (2m apart, take wind direction and contaminants, such as chimneys into account) or directional devices.

11.1.15 The guidelines of BRE Digest 398 should be adhered to.

11.2 Installation

11.2.2 Heat recovery systems should be installed in line with manufacturer guidelines.

11.2.1 All ducting is to be kept clean. After the first fix all open ducts are to be closed off temporarily to protect them against dust.

11.2.2 All components of the ducting system are to be fitted together in an airtight way.

11.2.3 All ducting is to be joined together that it cannot come apart, except such joints which are accessible and are needed for the maintenance of the system.

11.2.4 Special care has to be taken, that the insulation of cold ducts is without any gaps.

11.2.5 Current Building Regulations should be referred to and followed.

11.2.6 Any making good to surfaces damaged by the making of holes to accept cables or accessories etc. must be carried out by the Contractor. All making good is to be completed during or immediately on completion of the electrical installation to a decorating standard.

11.2.7 The Contractor is to allow for and to execute making good in plaster work to a decorating standard as required to all areas where disturbed surfaces are visible following the removal of redundant services.
11.3 **Testing and Commissioning**

11.3.1 All central heat recovery ventilation system needs to be commissioned prior to handover.

11.3.2 The overall supply and extract volume should be balanced at the heat recovery ventilation unit and adjusted to the designed ventilation rate.

11.3.3 The individual supply and extract valves are to be adjusted to the designed flow rates.

11.3.4 The valves need to be locked against accidental mis-adjustment.

11.3.5 The resident is to be instructed in the purpose, use and maintenance of the system.

11.3.6 Once the Contractor has completed functional tests to ensure correct operation of all elements of the system the Authorised Officer may undertake his own testing prior to agreement of completion.

11.3.7 The Contractor shall provide a comprehensive operating manual, warranty information and relevant certificates of completion in electronic format within 30 days of completion.

11.4 **Defects Liability Period**

11.4.1 The Defects Liability Period is for twelve months from the date of practical completion.

11.4.2 During this period, the Contractor shall allow for the following:-

- The answering of all breakdown calls at any time of day by sending a competent engineer to the site in accordance with the Council’s existing service level agreements. This shall be formally agreed and finalised prior to contract commencement.
- The replacement of damaged or defective parts, materials, equipment and/or parts showing undue wear.

11.4.3 This is in addition to any visits necessary to carry out remedial work checking any part of the installation that in the opinion of the Authorised Officer does not appear to be operating correctly.

12.0 **PERFORMANCE MANAGEMENT**

12.1 **Record Management**

12.1.1 Provision of accurate up-to-date records is a key element of contract performance and the Council’s ability to ensure that testing/inspections/servicing has been carried out within timescales and to best industry practice, and, where appropriate, in compliance with any relevant statutory legislation.

12.1.2 The Contractor shall therefore provide and maintain as a minimum the following records:

- Asset list of equipment (including changes as a result of new installations)
- Service/testing records
Appendix 1 - Specification and Requirements

- Repair records with problem, cause and resolution

12.1.3 A programme of the works completed and future programme will also be supplied to the Authorised Officer on a monthly basis.

12.2 Performance Management

12.2.1 The Council’s Authorised Officer will be responsible for Performance Management of the Contract. Management will take place through analysis of data, consideration of performance against the KPIs and regular meetings with the Contractor.

12.2.2 The Authorised Officer, or other person authorised by them for the purpose may also inspect any work in progress or being carried out at any Site as they see fit. Where necessary the Authorised Officer will issue further instructions to the Contractor with regard to outstanding works or any defects in the works carried out.

12.2.3 Contract Management meetings shall take place at regular intervals between the Council and the Contractor, according to need, but in any case at a minimum of monthly during the implementation phase (first three months) or any replacement programme, and quarterly thereafter.

12.3 Key Performance Indicators

12.3.1 The Contractor shall provide data to evidence their performance against the Key Performance Indicators set out in Appendix 1. These KPIs are set for the first year of the contract. Detail be submitted to the Council’s Authorised Officer to the schedule as set out in the “Reporting Frequency” column.

12.3.2 The Council will review both the performance against and the relevance of the Key Performance Indicators on an annual basis and agree with the Contractor any revisions of these in advance of the next contract year.

12.4 Data Collection

12.4.1 Additionally, the Contractor shall provide data as requested by the Council’s Authorised Officer which will evidence further performance of service delivery. This data may not initially have a target figure, but may form part of the discussions and amendments to the list of Key Performance Indicators.

12.5 Contractor’s Quality Assurance

12.5.1 The Contractor shall put in place a robust quality management system that they will use for internal monitoring to ensure that the level of service delivered is as required by the Council. Details of the proposed quality Assurance System shall be provided within the tender submission.
13.0 OTHER REQUIREMENTS

13.1 Social Value

13.1.1 The Council is fully committed to implementing the aims of the Social Value Act 2012 and through this procurement, how the economic, social and environmental wellbeing of Thurrock could be improved both during the process and on an ongoing basis.

13.1.2 To this end, the Contractor will implement a range of initiatives to achieve the relevant improvements to include, but not limited to:

- Local employment, training and apprenticeships
- Environmental sustainability – use of products and working practices

13.1.3 Bidders will make proposals around these as part of their tender submission and once agreed by the Council, will become a contractual obligation for the successful Contractor.

13.2 Electronic Purchasing

13.2.1 The Council is looking to implement an electronic purchasing system for orders and invoicing during the life of this contract. The Contractor shall therefore co-operate fully with any development for electronic ordering and/or trading including funding any fees associated with set up and training to enable them to transact through an eMarketplace system.

13.2.2 The Valueworks Network is currently being trialled by the Council. Further information related to the Network is included within Appendix 2.

13.3 Rebates

13.3.1 The successful applicant will be required to operate a rebate system with Valueworks. This system may be used to facilitate the collection of fees associated with the use of the Valueworks Network for electronic purchasing and other services. This will require a mirror of this arrangement with the Contractor's supply chain in order to make this happen.

13.3.2 The level of rebate will be communicated to the Contractor prior to commencement of contract but will be based on agreed percentage uplift on the price tendered within Invitation to Appendix 3 – Pricing Schedule. Tenderers should not therefore include any level of rebate within their submitted prices.

13.3.3 Please note that successful Contractor will be required to sign Direct Debit mandates to enable collection of the rebates on a monthly basis.
### Appendix 1 – Key Performance Indicators

<table>
<thead>
<tr>
<th>Objective</th>
<th>Performance Measure</th>
<th>Target</th>
<th>Reporting Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>All testing and servicing up to date</td>
<td>1. % completed electrical test certificates for all relevant properties received by the Authorised Officer within two weeks of Period End</td>
<td>100%</td>
<td>Quarterly based on scheduled inspections completed</td>
</tr>
<tr>
<td></td>
<td>2. % completed portable appliance testing records for all relevant assets/properties received by the Authorised Officer within two weeks of Period End</td>
<td>100%</td>
<td>Quarterly based on scheduled inspections completed</td>
</tr>
<tr>
<td></td>
<td>3. % completed electrical test certificates for all relevant market feeder pillars received by the Authorised Officer within two weeks of Period End</td>
<td>100%</td>
<td>Quarterly based on scheduled inspections completed</td>
</tr>
<tr>
<td></td>
<td>4. % completed servicing records for heat recovery systems received by the Authorised Officer within two weeks of Period End</td>
<td>100%</td>
<td>Quarterly based on scheduled inspections completed</td>
</tr>
<tr>
<td>Remedial works / repairs completed within specified timescale</td>
<td>5. % schedule of remedial works / repairs completed within 28 days of authorisation being provided</td>
<td>95%</td>
<td>Monthly</td>
</tr>
<tr>
<td>Provision of current and accurate data.</td>
<td>6. Up to Date Asset Register provided to the Authorised Officer</td>
<td>By 31st March each year</td>
<td>Annual</td>
</tr>
<tr>
<td>Minimal accidents and incidents during contract delivery</td>
<td>7. Number of accidents or incidents per quarter as reported according to RIDDOR regulations</td>
<td>Less than or equal to two</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Limited complaints received about the service</td>
<td>8. Number of complaints received per quarter</td>
<td>Less than or equal to three</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Compliance with Social Value requirements</td>
<td>9. TBC according to contract</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 1 - Specification and Requirements

Appendix 2 – Valueworks Network

This system provides a number of benefits to applicants, including the automation of the back-office systems and improvement of cash flows, thus ensuring applicants’ position is at least cost-neutral.

Many organisations, especially those involved in public sector and local government, are implementing e-procurement technologies. There are many reasons for this including:

- To put controls in place to ensure that buying delivers agreed savings and budgets are met;
- To ensure supplier payment terms are adhered to Government targets mean that many buying organisations measure payment within 30 days as a Key Performance Indicator (KPI); and
- To reduce the administrative burden on staff. The cost of handling an invoice manually is estimated to be between £45 and £60 per invoice and the use of e-trade facilities can help to reduce this cost substantially.

Forward thinking organisations are keen to adopt an e-delivery approach as they believe that it will deliver real value and benefit to all of the organisations involved in the contract.

The key drivers behind this decision are:

- To ensure that buyers gain the most from their investment;
- To ensure that the correct materials are used;
- To ensure that the prices which have been sourced are obtained and retained where possible;
- To improve the efficiency of the supply chain and therefore reduce and control costs;
- To improve efficiency for service providers, and therefore cost;
- To provide management and efficiency reporting;
- To embrace innovative up-to-date technology; and
- To bring new skills to employers / partner companies.

Given the benefits outlined above, it is anticipated that the position for Suppliers/Contractors should be at least cost-neutral.

The e-Marketplace system can be accessed from any computer with a stable internet connection and our supported environment is Internet Explorer 8, however it may be possible to access the system via other browsers but not all features will work.

Further information will be provided following contract award.