

Proposed Hard Facilities Management Services

Lot 2 East and Lot 4 South East

Scope of Proposed Services

Access to view the full draft Technical Specifications is available using the hyperlink:

<https://www.extracare.org.uk/section-20>

The Extracare Charitable Trust

Proposals in respect of Hard Facility Management Services.

TOPIC	
Scope of Service	• Maintenance of the building fabric, its common parts and facilities, communal and domestic mechanical and electrical installations, security etc.; • Maintenance of the Estate hard landscaping and environs; • Maintenance Works reported by Residents in respect of which ExtraCare has responsibility as Landlord/Freeholder; and • Maintenance Works undertaken at the request of residents, the cost of which may be reimbursable by residents.
Scope of Works	The scope of the works under this contract comprises the following workstreams: • Responsive maintenance of building elements, including both daytime and out-of-hours emergency callouts; • Periodic servicing and maintenance of domestic gas-fired central heating installations, including LGSRs; • Domestic electrical testing and maintenance; • Periodic servicing and inspection of communal mechanical and electrical installations, including (but not limited to) communal heating, lifts, ventilation, communal lighting, and communal kitchen and laundry equipment; • Routine and responsive maintenance of communal mechanical and electrical installations, including (but not limited to) communal heating, lifts, ventilation, communal lighting, and communal kitchen and laundry equipment; and • Water hygiene monitoring, testing, and compliance works.

Contract Areas LOT 2 EAST	Will include the following Schemes/Villages: Lovat Fields; Rosewood Court; Shenley Wood; and Sunley Court.
Contract Areas LOT 4 SOUTH EAST	Will include the following Schemes/Villages: Hughenden Gardens; and Wixams.
Duration of Contract	The current proposal is for an initial 5 years with an option for Extracare to extend for up to a further 5 years, subject to annual performance reviews, adherence to specification and conformity to Extracare KPI's particularly Customer Satisfaction
Commencement Date	1 st April 2027
Procurement Process	ExtraCare must conform to the Procurement Act 2023 regulations – the "Open" procedure has been selected. This requires: 1. The publication of a notice on the UK Government 'Find a Tender' and 'Contract Finder' portals; 2. Interested contractors submit an expression of interest; 3. Issue of procurement documentation, including a selection questionnaire with criteria set by ExtraCare to ensure that contractors have the relevant experience, financial standing, insurances, technical capability and capacity, and satisfactory health and safety and equality and diversity standards; 4. Return of completed procurement and tender documentation by the bidders; 5. Evaluation by ExtraCare and Rand Associates, the consultants assisting in the procurement and mobilisation of the contracts; 6. Section 20 second stage notifications issued; 7. Notification of contract award to bidders;

	8. Notification of contract award to the UK Government 'Find a Tender' and 'Contract Finder' portals; 9. Mobilisation of contracts; and 10. Commencement of contracts.
Evaluation of Tenders	The initial proposal is to have a 40% price, and 60% quality evaluation of the tenders. The quality aspects of the tenders to be evaluated will include: • Method statements – a written submission of how the bidders will address customer care, management of the works, IT integration, and collaborative working; • Technical interview; • IT assessment – a practical demonstration of how the bidders proposed IT solutions will integrate with ExtraCare's; • Site visit – to review the bidder's back-office procedures and observe delivery of similar services to other social landlords; • Social value offer – a written submission outlining what will be offered to ExtraCare, its customers and their families, and neighbouring communities, including apprenticeships, work experience, and community facilities; and • Sustainability offer – a written submission outlining what will be offered to ExtraCare, its customers and their families, and neighbouring communities in relation to decarbonisation, the environment, and education.
Payment Mechanisms	The payment mechanism for Hard Facility Management Contract will be: For the periodic servicing, inspections and certification undertaken to communal mechanical and electrical installations, these will be reimbursed at the fixed price per scheme or village for each visit, as tendered by the contractors and satisfactorily completed at the date and time programmed and agreed between the contractors and ExtraCare. For the routine and responsive maintenance works, and change of occupier works undertaken, these will be reimbursed at the base rates in the M3 schedule of rates version 8, with a percentage addition or discount as tendered by the contractors. For the periodic servicing and maintenance of the domestic gas central heating installations, these will be reimbursed at the fixed annual rates per property as tendered by the contractor, on production of the LGSR certification.

	For the domestic electrical testing and maintenance, the testing element will be reimbursed at the fixed rate for testing as tendered by the contractor. Any remedial works required will be reimbursed at the base rates in the M3 schedule of rates version 8, with a percentage addition or discount as tendered by the contractors. For the out-of-hours emergency works undertaken, these will be reimbursed at the hourly rates tendered by the contractors for making safe. All follow-up works will be valued at the rates in the schedule of rates.
Frequency of Periodic Servicing, Inspection and Certification Tasks	The contractors will be required to perform all periodic servicing, inspection and certification tasks at the frequency specified by ExtraCare for each individual scheme or village. The programme of visits must be made available for publication at each scheme or village at the commencement of each year, and the contractors will be required to provide advance notification where any proposed visit needs to be reprogrammed, for example due to adverse weather. The contractors will be required to maintain the agreed programme for the periodic servicing of domestic and communal gas heating and water heating appliances, and for the cyclical testing of both domestic and communal electrical installations.
Responsive Works	The Contractors will be required to conform to ExtraCare's priorities for completing responsive works including daytime emergency callouts
Out of Hours Emergency Works	The Contractors will be required to respond to a 24 hour/365 (366) day emergency callout service
Form of Contract	JCT Measured Term Contract 2024 with amendments.
Other Contract Documentation	In addition to the form of contract, the following documents are being developed to form part of the Procurement and Contract Documentation: • Invitation to Tender; • Preliminaries; • Service Specification; • Technical Specification; • Price Framework; • Schedule of Rates; and

- | | |
|--|--|
| | <ul style="list-style-type: none">• KPI Framework. |
|--|--|

INDEX FOR THE HARD FACILITIES MANAGEMENT SERVICES TECHNICAL SPECIFICATION

Document 3A – BUILDING TRADES

GENERAL	Error! Bookmark not defined.
EXCAVATION AND EARTHWORK	Error! Bookmark not defined.
DEMOLITION.....	Error! Bookmark not defined.
ASBESTOS WORKS.....	Error! Bookmark not defined.
EXTERNAL WORKS.....	Error! Bookmark not defined.
FENCING AND GATES.....	Error! Bookmark not defined.
DRAINAGE	Error! Bookmark not defined.
CONCRETE WORK.....	Error! Bookmark not defined.
BRICKWORK AND BLOCKWORK	Error! Bookmark not defined.
ROOFING	Error! Bookmark not defined.
SCAFFOLDING AND MEANS OF ACCESS	Error! Bookmark not defined.
CARPENTRY AND JOINERY	Error! Bookmark not defined.
REPLACEMENT EXTERNAL, COMMUNAL AND FIRE DOORS .	Error! Bookmark not defined.
REPLACEMENT WINDOWS	Error! Bookmark not defined.
METALWORK.....	Error! Bookmark not defined.
PLASTERWORK AND OTHER FLOOR, WALL AND CEILING FINISHES ..	Error! Bookmark not defined.
EXTERNAL AND INTERNAL RETROFIT INSULATION LINING SYSTEMS	Error! Bookmark not defined.
PAINTING AND DECORATING	Error! Bookmark not defined.
GLAZING	Error! Bookmark not defined.
PLUMBING	Error! Bookmark not defined.
ELECTRICAL WORKS	Error! Bookmark not defined.
SMOKE, HEAT AND CARBON MONOXIDE DETECTORS	330
INJECTED DAMP PROOF COURSES AND FUNGUS/BEETLE ERADICATION	336
PEST CONTROL	342
ENERGY PERFORMANCE CERTIFICATES	348
AIRTIGHTNESS.....	350

DOCUMENT 3B – COMMUNAL MECHANICAL AND ELECTRICAL WORKS

GENERAL	Error! Bookmark not defined.
CHP PLANT INSPECTION, TESTING, SERVICING AND MAINTENANCE	Error! Bookmark not defined.
CHP PLANT SERVICING AND MAINTENANCE	Error! Bookmark not defined.
COMMERCIAL/COMMUNAL GAS BOILERS SERVICING MAINTENANCE	Error! Bookmark not defined.
COMMERCIAL/COMMUNAL GAS BOILER INSTALLATIONS	Error! Bookmark not defined.
COMMERCIAL CATERING EQUIPMENT MAINTENANCE	Error! Bookmark not defined.
COMMUNAL AND LANDLORD'S ELECTRICAL INSTALLATIONS AND TESTING	Error! Bookmark not defined.
COMMUNAL/COMMERCIAL KITCHEN DEEP CLEANING	Error! Bookmark not defined.
COMMUNAL/COMMERCIAL KITCHEN VENTILATION CANOPY CLEANING	Error! Bookmark not defined.
COMMUNAL/COMMERCIAL LAUNDRY EQUIPMENT MAINTENANCE	Error! Bookmark not defined.
CRADLE ACCESS SYSTEMS MAINTENANCE	Error! Bookmark not defined.
DOMESTIC CENTRAL HEATING INSTALLATIONS	Error! Bookmark not defined.
DOMESTIC HEATING INSTALLATIONS SERVICING AND MAINTENANCE ...	Error! Bookmark not defined.
DRAMA AND STAGE LIGHTING MAINTENANCE	Error! Bookmark not defined.
ELECTRIC HEATING INSTALLATIONS SERVICING AND MAINTENANCE	Error! Bookmark not defined.
EMERGENCY GENERATING PLANT MAINTENANCE	Error! Bookmark not defined.
EXTERNAL, CAR PARKING, COMMUNAL, ESTATES AND STREET LIGHTING	Error! Bookmark not defined.
FALL ARREST SYSTEMS MAINTENANCE	Error! Bookmark not defined.
FIRE-STOPPING MATERIALS	Error! Bookmark not defined.
GAS TIGHTNESS TESTING	Error! Bookmark not defined.
GATES AND SECURITY SHUTTERS	Error! Bookmark not defined.
HEATING INSTALLATIONS - GENERAL REQUIREMENTS	Error! Bookmark not defined.
HIGH VOLTAGE SWITCHGEAR MAINTENANCE	Error! Bookmark not defined.
LIFTS, STAIRLIFTS AND OTHER DISABILITY LIFTING EQUIPMENT INSTALLATIONS ...	Error! Bookmark not defined.
LIGHTNING PROTECTION SYSTEM INSTALLATIONS	Error! Bookmark not defined.
LOW VOLTAGE SWITCHGEAR MAINTENANCE	Error! Bookmark not defined.
MICRO-GENERATION APPLIANCES SERVICING AND MAINTENANCE ..	Error! Bookmark not defined.

MICRO-GENERATION INSTALLATIONS **Error! Bookmark not defined.**
PACKAGE INTERCEPTOR MAINTENANCE..... **Error! Bookmark not defined.**
PROPRIETARY REFUSE CHUTE MAINTENANCE **Error! Bookmark not defined.**
PUBLIC ADDRESS SYSTEMS SERVICING AND MAINTENANCE**Error! Bookmark not defined.**
PUMPS AND WATER BOOSTER SYSTEMS..... **Error! Bookmark not defined.**
SERVICE GENERATORS SERVICING AND MAINTENANCE.... **Error! Bookmark not defined.**
SEWAGE PLANT MAINTENANCE **Error! Bookmark not defined.**
SPA POOL MAINTENANCE..... **Error! Bookmark not defined.**
SPRINKLER INSTALLATIONS TO NON-RESIDENTIAL PROPERTIES**Error! Bookmark not defined.**
SPRINKLER INSTALLATIONS TO RESIDENTIAL PROPERTIES**Error! Bookmark not defined.**
STANDBY GENERATOR SETS INSTALLATIONS..... **Error! Bookmark not defined.**
STORAGE AND CONVECTOR HEATER MAINTENANCE **Error! Bookmark not defined.**
THERMOSTATIC MIXING VALVES – SERVICING AND MAINTENANCE..**Error! Bookmark not defined.**
UNVENTED CYLINDERS SERVICING AND MAINTENANCE ... **Error! Bookmark not defined.**
VENTILATION SYSTEMS **Error! Bookmark not defined.**
WATER HYGIENE **Error! Bookmark not defined.**
WATER SAVING CONTROLS MAINTENANCE **Error! Bookmark not defined.**
WATER TANK REPLACEMENT **Error! Bookmark not defined.**
WATER TREATMENT EQUIPMENT MAINTENANCE..... **Error! Bookmark not defined.**
WORKSHOP MACHINERY TESTING AND MAINTENANCE..... **Error! Bookmark not defined.**

