

SCHEDULE 9

This is Schedule 9 comprising the Required Outputs referred to in
the Agreement for the STEPS Project

between

The Board of Inland Revenue (1)

and

The Commissioners of Customs and Excise (2)

and

The Secretary of State for the Environment, Transport and the Regions (3)

and

Mapeley STEPS Contractor Limited (4)

dated

[] 2001

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Introduction

This Schedule 9 sets out the Overarching Requirements, Required Accommodation Standards and Service Requirements for this Agreement.

Interpretation

The text of this Schedule 9, Parts 1 to 3, refers to "Facilities" and "Sites" throughout, but where a Service is to be provided at a Service Only Occupancy all such references shall be read as references to that Service Only Occupancy.

The requirements applicable to the Operations are cumulative. Accordingly, all of the provisions of the Agreement and the Overarching Requirements apply to all aspects of the Operations, and the Required Accommodation Standards set out additional requirements applicable to Facilities, and the Service Requirements set out additional requirements applicable to the Services.

Part 1

Overarching Requirements

1. GENERAL

In delivering, performing and providing the Operations the STEPS Contractor will, at all times, in addition to complying with its obligations elsewhere in this Agreement, comply with the requirements identified in this Part 1. Specifically, and in addition to what follows, it will at all times:

- (a) meet the business needs of the occupying Department; and
- (b) provide a safe, secure and comfortable working environment for staff whilst minimising adverse impact on the environment.

The requirements applicable to the Operations are cumulative. Accordingly, all of the provisions of the Agreement and the Overarching Requirements apply to all aspects of the Operations, and the Required Accommodation Standards set out additional requirements applicable to each Site, and the Service Requirements set out additional requirements applicable to the Services.

2. REQUIREMENTS

A number of the Overarching Requirements correspond with obligations imposed by the terms and conditions in clauses of the Agreement. In such cases the relevant term is reproduced for ease of reference, but the application and effect of the term is not affected by it being listed as an Overarching Requirement.

2.1 Good Industry Practice

The STEPS Contractor will perform all Services in accordance with Good Industry Practice.

2.2 Statutory and Legal Requirements

The Sites, Facilities and Services provided must comply with all Statutory Requirements and relevant British and European Standards (sub-clause 9.4 (c)).

2.3 Governmental, Civil Service and Departmental Standards

The STEPS Contractor will be required to comply with all Governmental and Departmental Standards (sub-clause 9.4(e) and clause 9.10).

2.4 Consents and Licences

The STEPS Contractor will obtain and maintain all licences, consents, permits and approvals required for the delivery, performance and provision of Operations, and comply with the terms thereof.

2.5 Provision of Equipment and Consumables

The STEPS Contractor will supply, deliver, receive, store, maintain and issue all plant, machinery, services, equipment, fixtures, fittings and consumables required for the delivery, performance and provision of the Operations.

2.6 Environmental Issues

The STEPS Contractor will comply at all times with the Departments' environmental requirements in accordance with sub-clause 9.4(f). In particular the STEPS Contractor will ensure that:

- (a) all records are fully auditable and information is freely available to support ISO 14001;
- (b) all wood is from an independently-verified sustainable source;
- (c) no peat is used at any of the Sites;
- (d) all spent fluorescent tubes and rechargeable batteries are recycled;
- (e) there is a system to ensure legal compliance with all duty of care legislation for all waste streams;
- (f) all procurement follows environmental procurement guidelines (PUG 177/97) and that Service Providers comply equally;
- (g) when alternative facilities are acquired, subject to agreement with the Departments, or existing buildings are refurbished over a value of £250,000 that these works are carried out to achieve a "very good" or "excellent" BREEAM rating; and
- (h) there is no venting of recoverable ozone-depleting or global warming substances from any equipment used on our behalf, and that these substances are recovered for recycling or destruction using appropriate technology.

At all other times the STEPS Contractor will, so far as is reasonably practicable:

- (i) conserve resources;
- (j) reduce pollution;
- (k) protect bio-diversity; and
- (l) support the Government's vision of sustainable development.

2.7 Timing of Operations and Avoidance of Disruption

Sub-clause 9.4(a) requires the Operation to be performed in an "effective, timely and efficient manner".

Sub-clause 9.4(b) requires the Operation to be performed:

"in a manner which will cause minimum disruption to the Departments' Business which will include carrying out those of the Operations which would materially disrupt the Departments' Business in the vicinity of those Operations, as far as practicable, outside Normal Working Hours save where

- (i) carrying out the Operations within Normal Working Hours is expressly envisaged by a Method Statement and then subject to

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such provisions as may appear in the Method Statement with regard to the elimination or minimisation of disruption to the Departments' Business;

- (ii) alternative accommodation is provided pursuant to clause 11.11 [*De-canting and re-canting of staff*]; or
- (iii) the Departments agree to tolerate the disruption".

To avoid doubt, the cost of all necessary out of hours working to perform or deliver the Operations must be borne by the STEPS Contractor. Any Operations will be performed or delivered in such a way to enable continued delivery of the Required Outputs. The STEPS Contractor will not itself, and will ensure that all Service Providers and sub-contractors do not, cause any nuisance or annoyance to the Departments or any third party.

2.8 Access Outside Normal Working Hours

The Departments will require and the STEPS Contractor will provide access with all essential Required Accommodation Standards elements and Services outside of Normal Working Hours as necessary, to meet the business needs of the Departments.

The Departments will require and the STEPS Contractor will provide ad-hoc access for a limited number of staff not necessarily with the full range of essential Required Accommodation Standards elements and Services, outside of Normal Working Hours.

The STEPS Contractor should note that the Departments do not normally work on Sundays and Statutory Holidays except where identified in the Facility Output Requirement.

2.9 Management of Operations

The STEPS Contractor will manage the delivery, performance and provision of the Operations in a co-ordinated manner.

In so doing the STEPS Contractor will (without limiting the above):

- (a) establish, maintain and operate procedures for effective planning, organisation, control, monitoring and review of all Operations;
- (b) manage and carry out the management of Operations in an efficient manner and provide and operate appropriate quality assurance systems in accordance with this Agreement;
- (c) monitor and report to the Departments on the management of the Operations and provide such other information regarding the Operations at such frequencies as the Departments require;
- (d) use objective endeavours to ensure that all its staff are suitably incentivised and that staff attrition is minimised; and

- (e) provide all equipment and apparatus appropriate for the delivery, performance and provision of the Operations and maintain it in a safe, serviceable and clean condition.

2.10 Health and Safety

To avoid doubt, the STEPS Contractor will, at all times, comply with all Health and Safety Legislation.

The STEPS Contractor will comply with the Health and Safety policies of the Departments and the systems and procedures in place to support such policies. The STEPS Contractor will adopt best practice methods and procedures issued by the Departments, other Government Departments and agencies that relate to Facilities or Sites occupied by the Departments.

2.11 Security

The STEPS Contractor will comply with the Departments' security policies and standards in the delivery, performance and provision of the Operations and must ensure that all persons engaged in any activity under the terms of this Agreement are aware of and comply with all security procedures at the Sites.

2.12 Maintenance of all Records

The STEPS Contractor will comply with clause 42 with regard to the maintenance of records.

2.13 Maintenance, Repairs and Replacement

If maintenance works and/or repairs:

- (a) are not possible,
- (b) will not allow the continued uninterrupted delivery of the Required Outputs other than by repetitive reactive maintenance,
- (c) will mean that any part of a Site (including any fixture, fitting, equipment, component, material, plant or machinery for the purpose of this paragraph called "Elements", therein) is not operating economically,
- (d) cannot be achieved without undue disruption or delay to the Departments' business, or
- (e) results in a failure of a Site or any part thereof (including any Elements) to meet its design criteria or to match with the surrounding area,

the STEPS Contractor will replace the relevant Facility, or part thereof (including any Elements).

Any redundant parts, equipment and/or appliances must be promptly and safely removed from the Site.

Without diminishing the obligation to ensure consistency (see paragraph 2.14 below), the STEPS Contractor will, in performing all repairs, maintenance, replacements, redecoration and other works, use the best current practices, methods and Elements available, and applicable at the time the works are

performed. The STEPS Contractor will use new Elements when carrying out any such works, unless expressly agreed otherwise in writing with the Departments.

For the avoidance of doubt, on completion of maintenance/works the STEPS Contractor will test and commission the works/systems as appropriate.

2.14 Consistency

At all times the STEPS Contractor will maintain consistency in the appearance of distinct areas within the Sites and Facilities or between adjacent Sites and Facilities (including all fixtures, fittings or equipment therein). If redecoration, replacement, repair and/or renewal cannot be effected in a manner which maintains the requirement for consistency referred to above, then such areas within the relevant Site or Facilities (and/or range of fixtures, fittings and equipment therein) as is necessary to achieve this requirement shall be redecorated, repaired, replaced and/or renewed (as appropriate) at the same time.

2.15 Authorisations

The STEPS Contractor will at all times comply with the Departments' authorisation practices and procedures (as updated from time to time) and will not act on any instruction unless it has been properly authorised.

2.16 Employment of Trained Staff

To avoid doubt the STEPS Contractor will at all times employ staff who are trained, skilled and experienced in all aspects of their work and at all times properly supervised and managed in the manner described in clause 12.7.

2.17 Performance Improvement

The STEPS Contractor will identify opportunities for improving the standard of Service delivery and delivering the Services more cost effectively. As these opportunities arise the STEPS Contractor will as appropriate implement amendments, prepare detailed amendment proposals for the Departments' authorisation, or discuss amendment alternatives with the Departments.

2.18 IT Providers

The STEPS Contractor notes that the Departments may from time to time use different IT providers, and consequently have different arrangements with those providers. In relation to the Departments, the STEPS Contractor will, in the provision, performance and delivery of the Operations, liaise with the relevant IT provider so that the IT provider and the STEPS Contractor have reasonable notice and understanding of what each other are doing so that they can co-ordinate their activity so far as practicable to avoid any conflicts.

Part 2

Required Accommodation Standards

1. GENERAL

The STEPS Contractor will ensure that all Facilities meet the Required Accommodation Standards described in this Part 2 at all times.

To avoid doubt, the requirements in this Part 2 shall be subject, as appropriate, to paragraph 2 of Section B Part 4 of this Schedule 9 [*Required Outputs*].

2. FACILITY STANDARDS

The STEPS Contractor will ensure that all Sites at which Facilities are provided, and all services, plant, machinery and equipment situated at the Sites, are at all times:

- structurally sound;
- watertight;
- fit for purpose;
- in good condition;
- of good appearance without serious discoloration or marking;
- operating in an efficient manner in accordance with design parameters to ensure the comfort and safety of the occupants; and
- safe and secure.

3. SCOPE

The key areas given in this Part 2 are:

- External Structures
- Internal Structures
- Internal Finishes
- Internal and External Fixtures and Fittings
- Mechanical and Electrical Services
- Health and Safety
- Security
- Cleaning
- Catering
- Leisure

- Childcare
- Smoking Rooms
- Fork Lift Trucks and Pallet Trucks
- Internal Planting

4. **EXTERNAL STRUCTURES**

4.1 **Building Finish and Structures**

The STEPS Contractor will ensure that all building structures and finishes i.e. walls, brickwork, rendering, cladding, etc. are of good appearance and protect against the elements.

4.2 **Windows, Frames and External Glazing**

The STEPS Contractor will ensure that all windows, frames and external glazing meet the following standards:

- (a) impervious to water penetration;
- (b) open easily to allow adequate ventilation, where required;
- (c) free of draughts when closed;
- (d) capable of being secured in accordance with security standards;
- (e) have window fittings and furniture that operate correctly; and
- (f) contain glazing that is intact and undamaged.

4.3 **Roof, Guttering and Downpipes**

The STEPS Contractor will ensure that the roof will at all times provide full protection and insulation from the ingress of wind, water and other elements. In addition rainwater collection and dispersion goods will allow the efficient run-off of rainwater and snowmelt.

4.4 **External Doors**

The STEPS Contractor will ensure that all external doors including all door furniture, fixtures and fittings achieve the access, egress and access control requirements of the Departments (as set out in paragraph 6 of Part 3 [*Security*]), and be:

- (a) impervious to water penetration;
- (b) free of all draughts when closed;
- (c) open easily when unlocked/required;
- (d) capable of being secured in accordance with security standards;
- (e) have fittings and furniture that operate correctly; and

(f) where appropriate, contain glazing that is intact and undamaged.

4.5 External Hard and Soft Landscaping

The STEPS Contractor will ensure that all external hard and soft landscaping that it provides is at least to the standard of the original design. The STEPS Contractor will ensure that adequate and easily identifiable access arrangements are made for authorised pedestrian, bicycle and vehicular traffic. Car parking bays must be clearly designated.

Plant, equipment and structures necessary to deliver and control this requirement will include gate houses, barriers and access control signs and systems as appropriate.

4.6 External Signage

The STEPS Contractor will ensure that all external signage is clear, legible and structurally sound.

Where new or replacement signage is required the STEPS Contractor will observe the current scheme with regard to style, colour scheme and size unless otherwise agreed with the Departments.

4.7 Perimeter Walls, Fencing and Gates

The STEPS Contractor will provide all perimeter walls, fencing and gates to meet the security service requirements at paragraph 6 of Part 3 [*Security*].

5. INTERNAL STRUCTURES

5.1 Floors

The STEPS Contractor will ensure that all floors are safe and provide adequate support.

5.2 Partitions and Internal Walling Systems

The STEPS Contractor will ensure that all internal partitions and walling systems are safe and secure.

5.3 Doors

The STEPS Contractor will ensure that all internal doors including all door furniture, fixtures and fittings meet the access and egress and access control requirements of the Departments. All doors, door furniture, fixtures and fittings must operate effectively to design.

5.4 Ceilings

The STEPS Contractor will ensure that all ceilings are safe and secure and in accordance with the original design.

6. INTERNAL FINISHES

The STEPS Contractor will provide and install all materials required to maintain the internal finishes of the Sites in a good state of repair and appearance. When

internal finishes are to be replaced the STEPS Contractor will agree all colour and design schemes with the Departments.

6.1 **Floor Coverings**

The STEPS Contractor will ensure that all floor coverings are such that they are safe and generally free from physical defects having regard to their location within the Facility. The assessment of the condition of floor covering shall consider as appropriate the extent to which floor coverings are:

- (a) permanently dirty and/or stained;
- (b) incorrectly fitted;
- (c) physically damaged (cut and holed);
- (d) outside the manufacturer's guaranteed standards (with reference to pile thickness, antistatic performance);
- (e) visibly defective;
- (f) inconsistent in appearance within the area concerned; and
- (g) otherwise than in accordance with the original design.

The Departments will take account of the extent and location of any defect when assessing compliance with the above standard.

6.2 **Blinds, Curtains, Other Fabrics, Wall Coverings and Decorated Surfaces**

The STEPS Contractor will ensure that all blinds, curtains, other fabrics, wall coverings and decorated surfaces are such that they are of an appearance and condition appropriate to the location within the Site. The assessment shall consider, as appropriate, the extent to which they are:

- (a) permanently dirty and/or stained;
- (b) physically damaged;
- (c) defective in attachment to substrate surfaces;
- (d) visibly defective; and
- (e) otherwise than in accordance with the original design.

The Departments will take account of the extent and location of any defect when assessing compliance with the above standard.

6.3 **Signage**

The STEPS Contractor will ensure that all integrated and co-ordinated systems of internal signage, including directional signs, door numbering, name plates and door signs, are clear and legible and at all times reflect the operational requirements of the occupants and the building design and layout.

Where new or replacement signage is required the STEPS Contractor will observe the current scheme with regard to style, colour scheme and size unless otherwise agreed with the Departments.

7. INTERNAL AND EXTERNAL FIXTURES AND FITTINGS

The STEPS Contractor will provide all internal and external fixtures and fittings comprised in the Facilities in accordance with the original design.

8. MECHANICAL AND ELECTRICAL SERVICES

The STEPS Contractor will provide all plant, equipment and equipment rooms, necessary for the delivery, performance and provision of the Operations and ensure they are in proper working order in accordance with their design.

8.1 Water Supply, Storage and Distribution Systems

The STEPS Contractor will ensure that all water supplies, storage and distribution systems will ensure the adequate, continuous and direct supply of water to all points in each Facility where it is needed. In addition, the STEPS Contractor will take reasonable steps to ensure that, where appropriate, the supply arrives in a condition suitable for direct consumption. The STEP Contractor will provide and maintain external water outlets sufficient to complete the external Services as specified.

Where there is a requirement for hot or cold water and hot or chilled potable water, the STEPS Contractor will provide and maintain systems that can supply, store and deliver this at required temperatures and in sufficient quantity at all points of supply to meet likely predicted demand and viable recovery periods.

8.2 Drainage and Waste Systems

The STEPS Contractor will provide adequate drainage and waste systems including all sanitary ware, traps, sinks and gullies and the connections to the appropriate soil waste and drainage systems. In addition, the STEPS Contractor will provide adequate surface water drainage to obviate the risks of flooding and ensure uninterrupted use of the Site and the Facilities. Measures will be taken to prevent the transfer of odours from the drainage and waste systems into other areas of the Facilities.

8.3 Heating Systems

Taking into account all factors likely to affect the internal environment of the Facilities, including business operations, and subject to any specific temperature requirements applicable to particular parts of the Facilities (such as computer rooms), the heating systems at the Sites will, at all times, be capable of meeting the minimum temperature requirements referred to below.

The STEPS Contractor will provide suitable controls to facilitate the heating system's proper and efficient operation.

The minimum temperature requirement is 18.5°C within one hour after the commencement of Normal Working Hours, unless otherwise agreed in writing and incorporated into the Method Statement for the relevant Facility.

8.4 Ventilation Systems and Humidity Controls

At all Sites where there is mechanical ventilation, air conditioning and/or cooling systems and humidity controls, or other specialist ventilation/extraction systems these will remain balanced and operate efficiently and effectively, in accordance with their design and maintenance parameters. At all other Sites, natural ventilation will be maintained.

8.5 Electrical Power Distribution

The STEPS Contractor will provide access to a permanent, constant and consistent electrical power supply, adequate for the Departments' requirements.

The STEPS Contractor will provide and maintain external electricity outlets that are sufficient to complete the external Services.

The STEPS Contractor will provide electrical power and all associated equipment and plant to support the operation of IT and telecom systems including:

- (a) cabling distribution systems;
- (b) non-standard socket outlets and outlet apertures; and
- (c) temperature control.

8.6 Standby Electrical Supply

At all Facilities where there is a standby electrical supply the STEPS Contractor will provide it to ensure the operation of electrical equipment during a mains failure.

8.7 UPS

The STEPS Contractor will provide an uninterrupted power supply to ensure the operation of electrical equipment during a mains failure, dip, spike or surge.

8.8 Interior Lighting

The STEPS Contractor will provide adequate lighting systems at all Sites capable of meeting the lux level and lighting category for the function of the area.

Suitable controls will allow proper, efficient and economical use of lighting.

8.9 External Lighting

The STEPS Contractor will provide external lighting that will allow safe entry to and egress from Facilities and Sites and safe movement within the Facilities and the Sites.

8.10 Emergency Lighting

The STEPS Contractor will provide emergency lighting that will enable users safely to exit all Facilities and Sites.

8.11 Lifts, Hoists and/or Escalators

The STEPS Contractor will provide at the Sites all lifts, hoists and/or escalators and keep them in operational order and in accordance with design parameters and the manufacturers' specifications.

8.12 Lightning Protection System

The STEPS Contractor will provide a system to ensure that the Facilities and the Sites, systems and users will be protected from any lightning strikes.

8.13 Fire Detection, Suppression and Alarm Systems

The STEPS Contractor will provide all portable and fixed fire fighting equipment, fire alarms, smoke alarms, sprinkler systems and suppression systems in liaison with the Local Authority's Fire Officer and the Home Office Fire Inspectorate.

8.14 Public Address System

The STEPS Contractor will provide public address systems that are clearly audible, at all locations within the Facilities, above all background noise.

8.15 Induction Loops

The STEPS Contractor will provide induction loops for the deaf and hard of hearing.

8.16 TV and Radio Cabling, Aerials and Sockets

The STEPS Contractor will provide TV and radio cabling, aerials and sockets.

8.17 Centralised Building Clock Systems

The STEPS Contractor will provide centralised clock systems to show the correct time at all times.

8.18 Electronically Operated Filing and Retrieval Systems

The STEPS Contractor will provide electronically operated filing and retrieval systems to operate as designed.

9. SPECIFIC STANDARDS

9.1 Health and Safety

(a) Recovery Rooms

The STEPS Contractor will provide recovery rooms, appropriate to the size of the Facility and the number of users. All finishes, décor, lighting, fixtures and fittings will be appropriate to a recovery environment and will promote a quiet and comfortable atmosphere that is clean, healthy and safe. Where possible, recovery rooms will be located on the ground floor, close to the entrance of the Facility, to allow unrestricted access and egress by the emergency services.

(b) **Fire Escape Routes and Disabled Refuges**

The STEPS Contractor will provide designated fire escape routes and disabled refuges, as appropriate to the Site and in accordance with the fire certificate, to ensure that, in the event of an evacuation, all building users have safe and unrestricted egress from each Facility and Site or, in the case of disabled persons, protection from fire whilst awaiting rescue.

(c) **Bomb Blast Refuges**

The STEPS Contractor will provide bomb blast refuges as appropriate to the Facility and in accordance with Government guidelines.

(d) **Health and Safety Signage**

The STEPS Contractor will provide and display Health and Safety signage appropriate to the Site and the nature of the Departments' business.

(e) **Fire and Evacuation Notices**

The STEPS Contractor will provide, display and update fire and evacuation notices appropriate to the Site, the nature of business operation and the local emergency instructions in force.

(f) **Evacuation Facilities for the Disabled**

The STEPS Contractor will provide all evacuation facilities and equipment necessary for maintaining the Health and Safety of all disabled staff and those with restricted mobility for their safe and unrestricted egress from each Facility and each Site in the event of an emergency.

9.2 **Security**

In pursuance of the security service requirements detailed in paragraph 6 of Part 3, the STEPS Contractor will provide a range of equipment from, and to the standards detailed below.

[Text redacted]

9.3 **Cleaning**

(a) **Cleaners' Rooms, Cupboards and Stores**

The STEPS Contractor will provide in each Facility secure cleaners' rooms, cupboards and stores, of adequate size, appropriate to the Facility, such that the Departments' business operations are not interfered with.

(b) **Bin Stores and Storage**

The STEPS Contractor will provide bin stores to house bulk waste securely.

The STEPS Contractor will provide stores and sheds to allow the safe and secure storage of gardening, cleaning, landscaping (and associated) equipment.

(c) **Waste Disposal Stores, Facilities and Receptacles**

The STEPS Contractor will provide storerooms, facilities and receptacles in order to comply with the Service Requirements detailed at paragraph 7 of Part 3. They will be located so as to reduce handling and minimise disruption to users.

(d) **Industrial Waste Disposal Equipment**

The STEPS Contractor will provide industrial waste disposal equipment e.g. shredding machines, compactors and disintegrators, appropriate to the material to be processed, the needs of the Facility and the Services Requirements at paragraph 7 of Part 3.

(e) **Hand Washing and Drying**

The STEPS Contractor will provide facilities to allow users to wash and dry their hands quickly and hygienically in toilet areas, shower rooms, changing rooms, tea points, staff kitchens, recovery rooms and plant rooms.

(f) **Washing and Drying of Protective Clothing**

The STEPS Contractor will provide facilities to allow users to wash and dry protective clothing efficiently and effectively.

9.4 **Catering**

(a) **Dining Rooms and Messing Areas**

The STEPS Contractor will provide dining rooms and messing areas discrete from operational areas to avoid any interruption to business activity. All finishes, décor, lighting and fixtures will be appropriate to a dining/messing environment and will promote a relaxed, informal and comfortable atmosphere that is clean, healthy and safe.

(b) **Service Counter Areas**

The STEPS Contractor will provide service counter areas and equipment taking full account of the safe and efficient throughput of customers during peak periods.

(c) **Catering Service Kitchens and Storage Rooms**

The STEPS Contractor will provide catering service kitchens and storage rooms adjacent to dining areas, discrete from operational areas and to allow the efficient delivery of food, goods and disposal of waste. The STEPS Contractor will prevent the transfer of cooking odours into business areas.

(d) **Light and Fixed Catering Equipment**

The STEPS Contractor will provide all fixed catering equipment sufficient to maintain the levels of service required.

(e) **Bars, Bar Lounges and Games Rooms**

The STEPS Contractor will provide bars, bar lounges and games rooms, including bar cellars and storage rooms, discrete from operational areas to avoid any interruption to business activity. Their location will allow the efficient delivery of goods as well as the effective disposal of waste. All finishes will be appropriate to a leisure environment and will promote a relaxed, informal and comfortable atmosphere that is clean, healthy and safe. The STEPS Contractor will prevent the transfer of odours into business areas.

(f) **Tea Points/Staff Kitchens**

The STEPS Contractor will provide equipment and facilities within tea points and staff kitchens for staff to make hot and cold beverages and hygienically to store, wash and dry crockery and utensils and refrigerate milk and other consumables.

The STEPS Contractor will provide facilities and equipment for staff to cook and reheat food.

The STEPS Contractor will provide mechanical dishwashing/drying equipment.

9.5 **Leisure**

The STEPS Contractor will provide fitness suites, solariums, saunas, swimming pools and sports halls, excluding exercise and sports equipment, discrete from operational areas. All finishes will be appropriate to a sports and leisure environment and will promote a relaxed atmosphere that is clean, healthy and safe.

9.6 **Childcare Facilities**

The STEPS Contractor will provide childcare facilities, including all equipment (excluding play equipment and toys), facilities and grounds discrete from operational areas. The overall design of accommodation and equipment and the finishes used, will be suitable for the care, health, safety, security and stimulation of children of nursery age.

9.7 **Smoking Rooms**

The STEPS Contractor will ensure that smoking rooms are such that smoke does not leak into operational areas and smoke is mechanically extracted directly to the external atmosphere.

9.8 **Fork Lift Trucks and Pallet Trucks**

The STEPS Contractor will provide fork lift trucks and pallet trucks appropriate to the material to be moved and the needs of the Facility.

9.9 **Internal Planting**

The STEPS Contractor will provide internal planting to at least the standard of the original design.

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Part 3

Service Requirements

1. SERVICE REQUIREMENTS

1.1 Introduction

The STEPS Contractor will, at all times, deliver the Services in accordance with the requirements set out in paragraphs 2 to 12 of this Part 3 at all Facilities, unless the Facility Output Requirements provides that one or more of the Services, or part thereof, do not need to be delivered at any particular Site.

1.2 Structure

The Service Requirements are structured as follows:

- **Objective:** what is to be delivered through compliance with the requirements.
- **Scope:** the description, by heading, of the Service required.
- **Requirements:** the description of the requirements for each of the categories of Service.

To avoid doubt, all requirements apply, and not merely those shown in the tables.

1.3 Scope

- Management of Services and the Property Portfolio
- Designated Contact Point (Help Desk) and Supplemental Services
- Health and Safety
- Maintenance
- Security
- Cleaning
- Catering
- Childcare
- Utilities and Environment
- Management of Removals (Churn)
- Management of Departments' Equipment

2. **MANAGEMENT OF SERVICES AND THE PROPERTY PORTFOLIO**

2.1 **Objective**

The management by the STEPS Contractor of the co-ordinated delivery of all Services, the effective management of the Property Portfolio and liaison with the Departments' Estate and Contract Management Unit.

2.2 **Scope**

- Management of Services
- Management of all the Sites ("**Property Portfolio**")

2.3 **Requirements**

(a) **Management of Services**

The STEPS Contractor will provide, operate, co-ordinate and manage the Services in accordance with the requirements of the Departments, to the standards specified below.

SERVICE	SERVICE STANDARD
Management of services.	The STEPS Contractor will develop and carry out the sourcing and management of the individual Services and establish, maintain and operate procedures for effective planning, organisation, control, monitoring and review.
Liaison with the Departments' Estate and Contract Management Unit and local users.	The STEPS Contractor will manage and co-ordinate effective liaison with the Departments' Estate and Contract Management Unit at all levels and local users as appropriate.
Liaison with third parties.	The STEPS Contractor will manage and co-ordinate effective liaison with Third Party Landlords and their contractors and sub-contractors. Where necessary, manage and co-ordinate effective liaison with the Departments' contractors, via the Departments' Estate and Contract Management Unit.
Timing of works and avoidance of disruption.	Other than in an emergency or responding to a Designated Contact Point (Help Desk) call-out, the STEPS Contractor will give to the Departments' Representative, not less than two weeks' notice of any works. The STEPS Contractor will carry out all Services in a manner that, as far as possible, minimises the disruption arising from noise, dust or vibrations associated with any works

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Quality management.	The STEPS Contractor will manage and carry out the management of Services in an efficient manner and provide and operate accredited quality assurance systems.
Maintain technical records and information.	The STEPS Contractor will securely and accurately maintain and update technical records, information, building manuals and drawings.
Reporting.	The STEPS Contractor will monitor and report to the Departments on the management of the Services and provide such other information regarding the Services at such frequencies as the Departments require.
Service publicity.	Where appropriate, the STEPS Contractor will publicise the services provided to users, ensuring information is widely available on the scope of services and how they can be accessed. The STEPS Contractor will propose for agreement with the Departments a schedule for regularly reviewing Service publicity.

(b) **Management of all the Sites**

The STEPS Contractor will operate, co-ordinate and manage all property matters in accordance with the requirements of the Departments, to the standards specified below.

SERVICE	SERVICE STANDARD
Property management.	The STEPS Contractor will establish maintain and operate procedures for the effective management, organisation, control monitoring and review of all Sites.
Manage interfaces.	The STEPS Contractor will manage the interface with Third Party Landlords including the efficient payment of rents and services charges and effective negotiations on rent reviews, lease renewals and new works. Where appropriate, the STEPS Contractor will manage the interface with Local Planning Authorities and all other public authorities and bodies.
Provision of a Sites strategy plan.	The STEPS Contractor will prepare in collaboration with the Departments' Estate and Contract Management Unit, an annual Sites strategy plan.
Managing the disposal of vacant space.	The STEPS Contractor will efficiently and effectively manage the disposal of vacant space.
Alternative use.	The STEPS Contractor will identify alternative use opportunities for the Facilities or Sites.

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Replacement Sites.	The STEPS Contractor will identify and provide new Sites ensuring the requirements of the Departments are met and the interests of both the Departments and STEPS Contractor are aligned and value for money is achieved.
Operational flexibility.	By effective management of the Property Portfolio, the STEPS Contractor will provide operational flexibility to the Departments in a cost effective manner whilst, where possible, rationalising the legal interests of the Sites to achieve long term cost savings.
Quality management.	The STEPS Contractor will carry out the management of Property in an efficient manner and provide and operate appropriate quality assurance systems.
Reporting.	The STEPS Contractor will monitor and report to the Departments on the management of the Property Portfolio and provide such other information regarding the Sites at such frequencies as the Departments require.

3. DESIGNATED CONTACT POINT (HELP DESK) AND SUPPLEMENTAL SERVICES

3.1 Objective

The STEPS Contractor will provide and operate a Designated Contact Point (Help Desk) as the primary interface with the Departments' employees, contractors and agents. Where required, the STEPS Contractor will provide Supplemental Services to the standards specified.

3.2 Scope

- Provision and Operation of a Designated Contact Point (Help Desk).
- Provision of Supplemental Services

3.3 Requirements

(a) Provision and Operation of a Designated Contact Point (Help Desk)

The STEPS Contractor will provide and operate a Designated Contact Point (Help Desk) as the primary interface with the Departments' employees, tenants, contractors, agents and invitees.

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SERVICE	SERVICE STANDARD
Provision of a Designated Contact Point (Help Desk).	<p>The STEPS Contractor will provide and operate a Designated Contact Point (Help Desk) to include:</p> <ul style="list-style-type: none"> • fault reporting and arranging and progressing works; • general enquiries; • facility maintenance requests; • pool car bookings; • conference/training bookings and management; • out of hours opening including security arrangements; • requests for new furniture; • interface with Service Providers to organise and co-ordinate Service delivery; and • collation and provision of contract management information and liaison with STEPS Contractor's Management Team and the Departments' Estate and Contract Management Unit.
Provision of a Designated Contact Point (Help Desk) (continued).	<p>The STEPS Contractor will provide sufficient, adequately trained staff to ensure the efficient operation of the Designated Contact Point (Help Desk).</p> <p>The Designated Contact Point (Help Desk) shall be staffed and available at all times (24 hours a day 365 days a year).</p>
Operation.	<p>The operators will ensure that all calls are answered promptly and in a polite, understanding and businesslike manner. The operator will, as a minimum, record details including time of the call, caller and nature of the query and will, as soon as possible following the call, place any appropriate actions arising from it on the appropriate personnel.</p>
Scheduled reporting.	<p>The STEPS Contractor will produce monthly pre-scheduled reports from the Designated Contact Point (Help Desk) as a stand alone report and for inclusion in the performance reviews.</p>
Education and training of staff.	<p>The STEPS Contractor will ensure that the Departments' employees, tenants, contractors, agents and invitees are at all times kept aware and educated, by the STEPS Contractor, about the operation and procedures relating to the use of the Designated Contact Point (Help Desk) and kept advised of all relevant change.</p> <p>The STEPS Contractor will publish user-friendly literature to inform users of the operation and role of the Designated Contact Point (Help Desk), updated periodically as required.</p>

(b) **Provision of Supplemental Services**

SERVICE	SERVICE STANDARD
Conference and training administration.	The STEPS Contractor will provide a conference administration service to manage the provision of training and conference rooms in accordance with the requirements of the Departments.
Car pool management.	The STEPS Contractor will provide resources to manage and control the day to day maintenance, servicing, cleaning, security and use (including booking) of pool cars.
Telecom management.	The STEPS Contractor will manage, control and carry out the following telecom services: <ul style="list-style-type: none"> • telephone extension moves; • new extensions; • management and interrogation of the telephone logging equipment; and • liaison with telecoms service and equipment providers to ensure that a continuous service is maintained.

4. **HEALTH AND SAFETY**

4.1 **Objective**

The provision by the STEPS Contractor of Health and Safety services and reports to protect users and minimise risk in respect of the Sites.

4.2 **Scope**

- Compliance
- Permit to Work
- Business Continuity
- Management of Fire Precautions and Emergency Procedures
- Reporting and Communication
- Risk Assessments
- Health and Safety at Trader Provided Free Facilities

4.3 **Exclusions**

- Work station Risk Assessments
- Workplace Risk Assessments

4.4 **Requirements**

(a) **Compliance**

The STEPS Contractor will comply with all relevant Health and Safety legislation and Best Practice guidelines to the standards specified below.

SERVICE	SERVICE STANDARD
Compliance.	The STEPS Contractor will, at all times, comply with all relevant Health and Safety legislation and best practice guidelines. The STEPS Contractor will recognise and act upon all reasonable Departments' representations in respect of Health and Safety related issues.

(b) **Permit to Work**

The STEPS Contractor will operate a permit to work scheme to the standard specified below.

SERVICE	SERVICE STANDARD
Operate a Permit to Work Scheme.	The STEPS Contractor will operate a recognised Permit to Work scheme as required.

(c) **Business Continuity Planning**

The STEPS Contractor will, in close co-operation with the Departments, put in place and maintain procedures for business continuity planning to the standard specified below and in accordance with Schedule 30 [*Business Continuity Requirements*].

SERVICE	SERVICE STANDARD
Business Continuity Planning.	The STEPS Contractor will ensure that existing Business Continuity Plans are regularly updated and reviewed and tested annually to ensure their continued relevance, accuracy and effectiveness. New plans to be developed as appropriate.

(d) **Management of Fire and Bomb Precautions and Emergency Procedures**

The STEPS Contractor will protect users, the general public and all property by managing and controlling fire and bomb precautions and emergency procedures to the standards specified below.

SERVICE	SERVICE STANDARD
Fire certificates to be maintained.	The STEPS Contractor will ensure that fire certificates are obtained, maintained and updated. At all times, originals will be available to the Departments at every Site and copy certificates held by the STEPS Contractor.
Emergency procedures to be maintained and updated.	The STEPS Contractor will ensure that all emergency instructions, information, notices and signage are maintained and updated in accordance with the fire certificate and relevant Statutory Requirements. Required changes are to be carried out within five Business Days of the need being identified.
Emergency drills to be organised and managed.	The STEPS Contractor will ensure that emergency drills are organised, co-ordinated, conducted and managed in accordance with the fire certificate, Statutory Requirements and local procedures. The STEPS Contractor will ensure that drills are arranged, carried out and recorded in consultation with local management.
General awareness and training.	The STEPS Contractor will make all staff aware of the emergency procedures relating to the relevant Site and kept advised of all relevant changes. The STEPS Contractor will ensure that all the Departments' nominated emergency staff (eg. Fire Precautions Officers, Fire Marshals, Incident Control Officers and Search Officers) are given training appropriate to their duty and are familiar with the use of fire fighting equipment and appliances.

(e) Reporting and Communication

The STEPS Contractor will carry out all statutory inspections and assessments and will ensure that all accidents and incidents at the Sites are reported in accordance with the relevant legislation. Communication with the user and regular reporting will be carried out to the standards specified below.

Each party will, as far as is reasonably practicable, keep the other informed of all risks, potential hazards, accidents, incidents and dangerous occurrences within all Sites. No failure by the Departments to do so will relieve the STEPS Contractor from its obligations under this Agreement.

The STEPS Contractor will actively participate and co-operate in establishing and maintaining regular joint Health and Safety inspections.

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SERVICE	SERVICE STANDARD
Maintain records.	The STEPS Contractor will ensure that, in accordance with Statutory Requirements, records of all statutory inspections, insurance records and testing sheets, independent testing, risk assessments, incidents, accidents, dangerous occurrences and emergency procedure training are maintained at each Site and be available to the Departments.
Reports and remedial action.	<p>The STEPS Contractor will advise the Departments immediately of all incidents, accidents and dangerous occurrences and provide the Departments with a full written report containing details of any remedial action taken, or necessary within one Business Day.</p> <p>Following statutory inspections and risk assessments, the STEPS Contractor will take all remedial action necessary to rectify areas of non-compliance and provide a written report to the Departments within five Business Days.</p> <p>Accident/incident reports received by the STEPS Contractor from the Departments will be actioned within one Business Day.</p>

(f) **Risk Assessments**

The STEPS Contractor will conduct risk assessments to the standard specified below.

SERVICE	SERVICE STANDARD
Conduct risk assessments.	The STEPS Contractor will complete and maintain Risk Assessments in relation to the provision of the Services.

(g) **Health and Safety at Trader Provided Free Facilities**

The STEPS Contractor will be responsible for carrying out annual Health and Safety inspections at Trader Provided Free Facilities to the standards specified below.

SERVICE	SERVICE STANDARD
Annual Health and Safety inspections at Trader Provided Free Facilities.	<p>The STEPS Contractor will carry out an annual Health and Safety inspection at each Trader Provided Free Facility to report on the level of statutory compliance.</p> <p>Within 10 Business Days the STEPS Contractor will provide the Departments with a written report detailing the level of compliance and any statutory failures.</p> <p>On request the STEPS Contractor will re-inspect the Facility to confirm that statutory Health and Safety compliance has been achieved.</p>

5. **MAINTENANCE**

5.1 **Objective**

At each Site, the provision by the STEPS Contractor of a maintenance service to ensure the Required Outputs are met at all times.

5.2 **Scope**

- Repair and Replacement of Defective or Non-Serviceable Parts
- Maintenance of External and Internal Areas, All Structures, Fabric, Finishes and Fixtures and Fittings
- Maintenance of Mechanical and Electrical Services and Systems
- Portable Appliance Testing
- Maintenance of Portable Fire Fighting Equipment
- Reporting Requirements for Health and Safety and Security Systems
- Management and Maintenance at Somerset House

5.3 **Requirements**

(a) **Repair and Replacement of Defective or Non-Serviceable Parts**

The STEPS Contractor will carry out repair and replacement of defective or non-serviceable parts at the Sites to the standard specified below.

SERVICE	SERVICE STANDARD
Repair and replacement of defective or non-serviceable parts of structures and equipment.	<p>The STEPS Contractor will carry out this service as necessary to ensure that the structure and equipment is maintained in good operational order, is fit for the design purpose and that the Required Outputs are met at all times.</p> <p>The STEPS Contractor will put in place a regime to avoid delay in the repair and/or replacement of defective items so that the services provision is maintained.</p>

(b) **Maintenance of External and Internal Areas, All Structures, Fabric, Finishes and Fixtures and Fittings**

The STEPS Contractor at all times will ensure that external and internal areas, all structures, fabric, finishes and fixtures and fittings at the Sites are maintained to the standard specified below.

SERVICE	SERVICE STANDARD
Maintenance of external and internal areas, all structures, fabric, finishes and fixtures and fittings.	The STEPS Contractor will carry out all maintenance to maintain these areas in good repair and decorative order.
Hard landscaping to be maintained.	The STEPS Contractor will repair worn or damaged areas to reflect the existing design scheme. All walkways, driveways and access routes to be kept clear, passable and safe.
Soft landscaping to be maintained.	The STEPS Contractor will maintain all grass, planting, shrubs and trees to: <ul style="list-style-type: none"> • ensure healthy growth, • prevent overcrowding, • maintain good appearance, • maintain and enhance bio-diversity, • prevent conflict with Site security, and • prevent damage to property/buildings and services; to be seen by users and the general public as tidy and well cultivated. All dead plants, shrubs and trees to be replaced. Roads and footpaths are to be free of overhanging growth impeding the free passage of pedestrians and traffic.
Internal planting to be maintained.	The STEPS Contractor will ensure that all internal plants are maintained to: <ul style="list-style-type: none"> • ensure healthy growth, • prevent overcrowding, and • maintain appearance; and will be free from an accumulation of dust. All dead plants will be replaced.

(c) **Maintenance of Mechanical and Electrical Services, Plant, Systems and Equipment**

The STEPS Contractor will ensure that all mechanical and electrical services, plant, systems and equipment and all rooms, facilities and equipment associated with the delivery of these services, and all equipment and appliances at the Sites required to meet the Required Outputs, including equipment transferred to the STEPS Contractor as set out in Schedule 8 [*Departments' Equipment*], are maintained in good

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repair in accordance with the Required Accommodation Standards at Part 2 of this Schedule 9 [*Required Outputs*] above, to meet design and maximise the optimum performance of plant and equipment and thereby provide an acceptable working environment, to the standard specified below at all times.

Where independent monitoring is carried out, the STEPS Contractor will make reports available to the Departments' Representative.

SERVICE	SERVICE STANDARD
Maintenance of mechanical and electrical services.	<p>The STEPS Contractor will carry out maintenance to allow all mechanical and electrical services and all rooms, facilities and equipment associated with the delivery of these services to be provided in accordance with the requirements set out above, to meet design and provide an acceptable working environment.</p> <p>The STEPS Contractor will ensure that defective, flickering and/or failing luminaires are replaced.</p>
Maintenance of equipment and appliances.	<p>The STEPS Contractor will maintain equipment and appliances so that they operate effectively and safely.</p>
Maintenance of intruder detection systems.	<p>The STEPS Contractor will at all times maintain in operation intruder detection systems to comply with the relevant codes of practice and/or laid down requirements of NACOSS and relevant British Standards.</p> <p>Where a failure occurs, the STEPS Contractor will be responsible to provide contingency arrangements that meet the required security standard.</p>
Maintenance of closed circuit television systems.	<p>The STEPS Contractor will at all times maintain in operation CCTV systems to comply with the relevant codes of practice and/or laid down requirements of NACOSS (NACP 20) and relevant British Standards.</p> <p>The STEPS Contractor will ensure that any failure is rectified within four hours of the fault first being reported.</p> <p>In the interim, the STEPS Contractor will be responsible to provide contingency arrangements that meet the required security standard.</p> <p>Tapes shall be securely retained for not less than 30 days.</p>
Maintenance of access control systems.	<p>The STEPS Contractor will at all times maintain in operation access control systems to comply with the relevant codes of practice and/or laid down requirements of NACOSS (NACP 30) and relevant British Standards.</p> <p>Where a failure occurs, the STEPS Contractor will be responsible to provide contingency arrangements that meet the required security standard.</p>

(d) **Portable Appliance Testing**

The STEPS Contractor will carry out portable appliance testing of all electrical equipment (excluding, for HM Customs and Excise only, desk top and general office IT and telecoms equipment) situated at and comprising part of the Sites to the standards specified below.

SERVICE	SERVICE STANDARD
Conduct risk assessment, produce testing programme and carry out, in accordance with that programme, the ongoing testing of all electrical equipment referred to above.	The STEPS Contractor will test equipment to required programme. The STEPS Contractor will label compliant equipment with the required information and will remove defective equipment and inform the Departments' Representative of action taken.

(e) **Maintenance of Portable Fire Fighting Equipment**

The STEPS Contractor will maintain all portable fire fighting equipment at the Sites to the standard specified below.

SERVICE	SERVICE STANDARD
Maintenance of portable fire fighting equipment.	The STEPS Contractor will maintain in good operational order portable fire fighting equipment sufficient to meet design purpose at all times. It shall comply with the requirements of the fire certificate.

(f) **Reporting Requirements for Health and Safety and Security Systems**

The STEPS Contractor will provide reports on Health and Safety and security systems at the Sites.

SERVICE	SERVICE STANDARD
Reporting on fixed and portable fire fighting equipment, fire alarms, smoke alarms, sprinkler systems, suppression systems, public address systems, access control systems, CCTV equipment and intruder detection systems.	The STEPS Contractor will provide to the Departments reports demonstrating a systematic, rigorous and thorough programme of testing and inspection of the systems and equipment. The STEPS Contractor will immediately advise the Departments' Representative of action taken in the event of any failure of the system and, where necessary, of any interim measures taken to protect the staff and property. Within five Business Days, the STEPS Contractor will provide the Departments' Representative with a full written report with the outcome of the remedial action and details of any further work required.

(g) **Management of Maintenance at Somerset House**

The STEPS Contractor will manage maintenance services at Somerset House to the standards specified below.

Somerset House is not a Transfer Property but the STEPS Contractor will be required to provide services only. However, in view of the importance and profile of Somerset House as a leading heritage building and the difficulty of transferring the maintenance risk, the STEPS Contractor will act as a "managing contractor" only for internal maintenance services. External maintenance is the responsibility of the Somerset House Trust.

Although the STEPS Contractor will be responsible for the tendering process, internal maintenance contracts will be between the Department and the service providers.

All maintenance costs for internal and external areas occupied by the IR will be the responsibility of the IR.

SERVICE	SERVICE STANDARD
Management of internal maintenance services at Somerset House.	<p>The STEPS Contractor will, in close co-operation with the IR, carry out an effective and comprehensive maintenance management service to include:</p> <ul style="list-style-type: none"> • tendering and re-tendering using the IR's contracts and specifications; • day to day management and control of internal maintenance works; • day to day management of each service provider; • liaison with the Somerset House Trust regarding their external maintenance works; • liaison with the IR's local facilities management staff and the Departments' Estate and Contract Management Unit; and • general liaison with the Somerset House Trust and its contractors.

6. **SECURITY**

6.1 **Objectives**

It is the policy of the Departments to provide appropriate protection for all staff, visitors, contractors and assets, to ensure the continuity of the Departments' Business.

The key objective of the security provision is the protection of people, premises, property and information (in all its forms) against attack, theft, disclosure, damage, injury, corruption or non availability whether by deliberate or accidental means at all times in accordance with this paragraph 6 and Schedule 31 [*Departments' Additional Security Requirements*].

6.2 **Scope**

- General Service Requirement
- Access to Facilities
- Provision of Security Guarding
- Out of Hours Call Out
- Issue of Vehicle Security Badges

Maintenance and reporting procedures for security equipment is detailed in the maintenance specification at paragraph 5 of this Part 3.

6.3 **Requirements**

(a) **General Service Requirement**

Both Departments have "Departmental Security Units". Ultimate responsibility for determining policy to ensure the security of the Departments' staff and assets will remain with these units. The STEPS Contractor will maintain the physical security provision required to meet the policy output as set out in Governmental and Departmental Standards at all times. The STEPS Contractor will conform with the appropriate security standards (i.e. British and European Standards) and work closely with the Departmental Security Units, via the Departments' Estate and Contract Management Unit, in ensuring that security requirements are met and maintained. In most cases the appropriate standard is identified. Where there is any doubt about the required standard this should be verified with the STEPS Contractor's Management Team.

The STEPS Contractor will provide the general service requirement to the standards specified below.

SERVICE	SERVICE STANDARD
[Text redacted]	[Text redacted]
Reports and remedial action and maintenance of incident logbooks.	The STEPS Contractor will advise the Departments' Representative immediately of all incidents and provide the Departments' Representative with a full written report containing details of any remedial action taken, or necessary within one Business Day. He will also keep a record of these incidents in a log book for each Site.

(b) **Access to Facilities**

The STEPS Contractor will manage access control systems and procedures at the Sites to the standards specified below.

SERVICE	SERVICE STANDARD
Provide access to the Facilities for the Departments' staff, official visitors and contractors.	<p>The STEPS Contractor will ensure that all Sites and Facilities are accessible to authorised Departments' staff, official visitors and contractors during Normal Working Hours for that Facility.</p> <p>The STEPS Contractor will ensure that keys, cards and controls required for the operation of the Departments' Business are available during Normal Working Hours to allow access for all authorised Departments' staff at all times. The STEPS Contractor will manage the provision, control and distribution of all keys, cards and access requirements.</p> <p>The STEPS Contractor will provide for access, to authorised Departments' staff and/or contractors, outside of the Departments' specified Normal Working Hours as required.</p>

(c) **Provision of Security Guarding**

Where the STEPS Contractor is required to provide security guarding it will provide guarding at the relevant Site to meet the threat level to the standards set out below at all times.

SERVICE	SERVICE STANDARD
Provide guards.	<p>The STEPS Contractor will recruit and provide staff who are suitable, qualified and able persons to carry out procedures in accordance with BS 7858. Training of staff to British Standard 7499 (and ISO equivalent) will be required.</p> <p>The STEPS Contractor will minimise staff attrition.</p> <p>The STEPS Contractor will provide evidence that all staff meet the required standard.</p>
Production and issue of assignment instructions.	The STEPS Contractor will produce assignment instructions detailing working methods and procedures, in conjunction with the Departments' local representatives, and issued to all relevant parties.
Adherence to and maintenance of assignment instructions.	The STEPS Contractor will deliver services at all times in accordance with the procedures set out in the assignment instructions.

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<p>Access control.</p>	<p>The STEPS Contractor will prevent unauthorised access to the Sites and assist and direct visitors and contractors. The STEPS Contractor will respond immediately to any breach of security with appropriate action being instigated and resolved within time frames set out in the assignment instructions.</p> <p>The STEPS Contractor will operate the pass system in accordance with the Departments' security instructions.</p> <p>The STEPS Contractor will issue new or replacement staff passes within one Business Day of the requirement being notified.</p> <p>The STEPS Contractor will control and administer car parking to maintain the security of the Sites and prevent unauthorised access.</p> <p>The STEPS Contractor will at all times maintain access and egress for emergency vehicles.</p>
<p>Operating, monitoring and responding to all alarms and CCTV.</p>	<p>The STEPS Contractor will monitor all alarm and CCTV systems as required by the assignment instructions and to meet the ACPO Code of Practice.</p> <p>The STEPS Contractor will take appropriate action in the event of any incident.</p>
<p>Patrolling internal/external areas.</p>	<p>The STEPS Contractor will perform all activities in accordance with assignment instructions.</p>
<p>Fire/bomb emergency control/co-ordination.</p>	<p>The STEPS Contractor will perform all activities in accordance with assignment instructions.</p>
<p>Compliance with state of alert procedures.</p>	<p>The authorised officer of the Departments will notify the STEPS Contractor which level of state of alert is in force at a given time.</p> <p>The STEPS Contractor will immediately implement the appropriate change in security measures and ensure that security appropriate to the given level is provided at all times. The STEPS Contractor will operate these procedures to the standard specified in the Departments' instructions.</p>

(d) **Out of Hours Call Out**

The STEPS Contractor will provide an out of hours call out service 24 hours a day, 365 days a year to the standards specified below.

SERVICE	SERVICE STANDARD
<p>Respond to any alarm or other call to attend the Sites.</p>	<p>[Text redacted]</p>

Notification and recording of incidents and re-securing Sites.	The Departments' Representative will provide a list of persons to be contacted in the event of an incident. All appropriate representatives will be notified in the event of an incident. The STEPS Contractor will make sites secure as appropriate and record all incidents.
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(e) **Issue of Vehicle Security Badges**

Vehicle security badges will be issued to the standards specified below.

SERVICE	SERVICE STANDARD
Issue of Vehicle Security Badges.	The STEPS Contractor will provide and manage a system for the accurate issue and control of site vehicle badges as required. This does not include the checking of vehicles on entering a Site unless the STEPS Contractor provides security guarding in accordance with paragraph 6.3(c) of this Part 3.

7. **CLEANING**

7.1 **Objective**

The provision by the STEPS Contractor of a working environment that is clean, healthy and pest free.

7.2 **Scope**

- General Requirements
- Cleaning of the External Facility Fabric, Lighting and Signage
- Cleaning of Internal Areas
- Cleaning of Equipment
- Cleaning of Works of Art, Plaques, Trophies and Artefacts
- Provision of Consumables
- Laundry Service
- Pest Control
- Waste Management
- Cleaning of Hard and Soft Landscaping
- Cleaning of Beaches

7.3 **Requirements**

(a) **General Requirements**

The STEPS Contractor will carry out the general requirements at all Sites to the standards specified below.

SERVICE	SERVICE STANDARD
Cleaning times to be agreed with users.	The STEPS Contractor will complete the cleaning within the agreed times as set out in the Method Statements for the relevant Facilities.
Spillage to be removed.	The STEPS Contractor will clean areas of spillage and return them to original condition within one hour of request being made.

(b) **Cleaning of the External Facility Fabric, Lighting, Signage and Fixtures and Fittings**

The STEPS Contractor will maintain the external Facility fabric, lighting, signage and fixtures and fittings to the standard specified below ensuring that the overall external appearance of the Site is seen by users and the general public to be clean and well maintained at all times.

SERVICE	SERVICE STANDARD
External Facility fabric, lighting and fixtures and fittings to be cleaned.	The STEPS Contractor will ensure that external fabric and lighting are free from an accumulation of dirt, litter, moss, vegetation and graffiti.
External signage to be cleaned.	The STEPS Contractor will ensure that all external signs, including traffic signs, are clean in order to maintain readability and visibility.
External windows and glazing to be cleaned.	The STEPS Contractor will ensure that all external windows, lights and vision panels, including frames, sills and ledges, are clean internally and externally, free from an accumulation of dirt, dust, marks, smudges and stains.
Piers and pontoons to be cleaned.	The STEPS Contractor will ensure that structures including walkways are clean and free from accumulation of dirt, moss, vegetation, litter and graffiti. The STEPS Contractor will ensure that decks are clear, passable and safe.

(c) **Cleaning of Internal Areas**

All internal areas at the Sites are to be maintained to the standard specified below at all times.

The required standard is to be in evidence daily, before the start of the Departments' Business activity.

Some areas will only be cleaned in the presence of the user. These areas and the times for the cleaning will be agreed on a Site by Site basis.

SERVICE	SERVICE STANDARD
All offices, other occupied areas and common parts, including furniture, fixtures, fittings, appliances, blinds, curtains, carpets, soft furnishings and internal glazing to be cleaned.	The STEPS Contractor will ensure that all areas are clean, dry and free from dust, dirt, stains, smears, removable marks, tarnish and debris.
Toilets, shower rooms, changing rooms, washing facilities and recovery rooms to be cleaned.	The STEPS Contractor will ensure that all areas, including furniture, fixtures, fittings and appliances are clean, dry, free from dust, dirt, mould, debris (e.g. hair), stains, smears and finger marks, there is no build up of limescale, metal is free from tarnish and the Facilities are maintained smelling fresh.
Mainframe computer rooms to be cleaned	The STEPS Contractor will ensure that all areas are free from dust, dirt, stains, smears, removable marks and debris.
Mainframe computer rooms to be cleaned below the raised floor and above the suspended ceiling.	The STEPS Contractor will ensure that all areas are free from an accumulation of dust, dirt and debris.
Bulk waste stores and receptacles to be cleaned.	The STEPS Contractor will ensure that all facilities and receptacles are tidy, smelling fresh and free from the accumulation of dirt, dust and debris.
Road fuel testing units, transit and examination sheds, garages, vehicle workshops, inspection pits and boat sheds to be cleaned.	The STEPS Contractor will ensure that floors are clean, dry and free from debris and oil and that the remaining structure is free from an accumulation of debris, dust, dirt and removable stains.

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<p>Custody suites, including cells, toilets, showers, kitchens and common parts to be cleaned.</p>	<p>The STEPS Contractor will ensure that the Facilities, including furniture, fixtures, fittings and appliances are hygienically clean, disinfected, dry and free from dust, dirt, mould, debris, smears, spillage, stains, finger marks and pests.</p> <p>The STEPS Contractor will ensure that cells are washed down with a germicidal detergent using dedicated mops and buckets and left smelling fresh.</p> <p>The STEPS Contractor will ensure that body fluids are treated with Virkon blood control product (or equivalent).</p> <p>The STEPS Contractor will ensure that excrement deposits, large items of debris and discarded clothing are collected from cells and placed in designated plastic bags prior to sanitary disposal.</p> <p>The STEPS Contractor will maintain a 24 hour/7 day reactive service to ensure compliance with the above standards within four hours of a call to the Designated Contact Point (Help Desk).</p>
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(d) **Cleaning of Equipment**

Equipment at the Sites will be maintained to the standards specified below at all times.

SERVICE	SERVICE STANDARD
<p>General office equipment including desk top computer terminals, PCs, printers, plotters, telephone handsets and fax machines to be cleaned.</p>	<p>The STEPS Contractor will ensure that surfaces are free from an accumulation of dirt, dust, stains and removable marks without detriment to appearance or function.</p>

(e) **Cleaning of Works of Art, Plaques, Trophies and Artefacts**

The STEPS Contractor will maintain these items at the Sites to the standard specified below at all times.

SERVICE	SERVICE STANDARD
<p>Works of art, plaques and artefacts to be cleaned.</p>	<p>The STEPS Contractor will ensure that all works of art, including plaques, pictures, tapestries, murals, statues, busts, war memorials, antique furniture, fireplaces, fittings and artefacts are expertly, sensitively and securely cleaned to prevent the build-up of dirt and dust.</p>

Trophies to be cleaned.	The STEPS Contractor will ensure that all trophies, competition cups and plaques are kept clean and polished.
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(f) **Provision of Consumables**

The STEPS Contractor will provide an uninterrupted supply of consumables at the Sites, to the existing standard (unless approved otherwise) associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms, tea points and staff kitchens, to the standard specified below at all times.

SERVICE	SERVICE STANDARD
<p>To provide the following hygiene consumables, as appropriate:</p> <ul style="list-style-type: none"> • tablet soap • liquid soap • paper towels • paper tea towels • roller towels • washing-up liquid • wash-up brushes/scourers • dishwasher consumables • bin liners • toilet rolls • washing powder • air freshener <p>and appropriate containers and dispensers. Food, beverage or first aid items will not be supplied by the STEPS Contractor.</p>	<p>The STEPS Contractor will provide a continuous and uninterrupted supply of consumables with their containers and dispensers.</p>
<p>Self-funding sanitary towel vending service.</p>	<p>The STEPS Contractor will ensure that the sanitary towel and tampon vending service is continually available.</p>
<p>Self-funding condom vending service.</p>	<p>The STEPS Contractor will ensure that the condom vending service is continually available.</p>

(g) **Laundry Service**

The provision by the STEPS Contractor of a laundry service at the Sites to the standard specified below.

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SERVICE	SERVICE STANDARD
Provision of a laundry service, for domestic items and protective clothing, as required.	The STEPS Contractor will ensure that all items are collected and returned clean, ironed as appropriate, and ready for use.

(h) **Pest Control**

All Sites will be kept free from pests and infestations to the standard specified below at all times. The STEPS Contractor will maintain records of all incidents and infestations reported.

SERVICE	SERVICE STANDARD
Pests and infestations to be controlled.	The STEPS Contractor will put in place preventative and reactive procedures to control and eliminate pests and infestation problems effectively.

(i) **Waste Management**

All waste will be removed from each Site to the standards specified below. In disposing of waste the STEPS Contractor will maintain and proactively manage waste reduction including re-cycling services.

The required standard is to be in evidence before the start of the Departments' Business activity each day.

SERVICE	SERVICE STANDARD
Waste receptacles and consumables to be provided, appropriate to the waste item, in sufficient number and conveniently located.	The STEPS Contractor will provide suitable containers and bags for all types of waste created by the normal operation of the business and associated facilities.
All waste to be removed in a manner appropriate to the waste item.	The STEPS Contractor will ensure that waste from individual receptacles is regularly removed to avoid accumulations.

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Waste Reduction and Re-cycling.	<p>The STEPS Contractor will seek to maximise the use of re-cycling taking into account Governmental and the Departments' policies and targets and the environmental impact of transport and processing. Re-cyclable material will include, but not be limited to:</p> <ul style="list-style-type: none"> • paper, • toner cartridges, • garden waste, • glass, • steel and aluminium tins, • re-chargeable batteries, • fluorescent tubes.
Sanitary Towel Disposal Service, including the provision of receptacles.	The STEPS Contractor will provide a discrete, practical and hygienic disposal service.

(j) **Cleaning of Hard and Soft Landscaping**

The STEPS Contractor will clean hard and soft external landscaping to the standards specified below.

The required standard is to be in evidence daily, before the start of the Departments' Business activity.

SERVICE	SERVICE STANDARD
Hard and soft external landscaping, including car parks, to be cleaned.	The STEPS Contractor will ensure that all areas are kept free from an accumulation of litter, decayed and fallen vegetation, surface dirt, graffiti, grease, oil stains, moss, weeds and other accumulations.
Snow clearance and gritting	When snow and/or ice is evidenced the STEPS Contractor will clear the snow and ice and carry out salting and/or gritting of the main access routes and pedestrian routes to ensure safe passage.

(k) **Cleaning of Beaches**

The STEPS Contractor will clean beaches to the standards specified below.

SERVICE	SERVICE STANDARD
Cleaning of beaches.	The STEPS Contractor will ensure that beaches are kept free from an accumulation of debris.

8. **CATERING**

8.1 **Objective**

The STEPS Contractor will provide catering services to the standards specified.

8.2 **Scope**

- Catering Services
- Food and Beverage Vending Service

8.3 **Requirements**

(a) **Catering Services**

The STEPS Contractor will deliver catering services to the standards specified below.

Catering contracts shall be the responsibility of the STEPS Contractor. The specification for catering services at each Site will be that agreed at 30 March 2001, as amended by agreement thereafter. Failing agreement, the existing specification will remain in force. The specification for the catering service at each Site may be amended at the time of each re-tendering pursuant to Schedule 22 [*Competitive Tender Procedure*].

The extent of the services shall include, as required:

- Breakfast Service
- Lunch Service
- Snack Bar Service
- Mobile Refreshment Service
- Hospitality Service
- Shop Service
- Bar Service
- Food and Beverage Vending Service.

SERVICE	SERVICE STANDARD
General catering services.	<p>The STEPS Contractor will:</p> <ul style="list-style-type: none"> • ensure competitive tendering and re-tendering of the service pursuant to Schedule 22 [<i>Competitive Tender Procedure</i>] using the Departments' contracts and agreed specifications; • management of any catering subsidy; • liaison with the Departments' procurement staff and Departments' Estate and Contract Management Unit; • instigating and managing a system which measures customer satisfaction and manages the implementation of viable suggestions; • during service hours, maintain dining and servery areas so that they are clean, dry and clear of debris and spillage; and • maximise the potential of services through variation of menus.

(b) **Food and Beverage Vending Service**

Food and beverage vending services, not included in catering service contracts, including chilled bottled water, shall be provided to the standard specified below.

SERVICE	SERVICE STANDARD
Provide and maintain hot and cold drinks and confectionery vending machines. Clean and restock all machines, empty coin boxes and provide staff refunds where appropriate.	The STEPS Contractor will ensure that the services are constantly available and that the variety and range of products meet customer demands.

9. **CHILDCARE**

9.1 **Objectives**

To provide work place childcare services for children of nursery age of the Departments' staff in accordance with the specification below.

9.2 **Scope**

- Childcare Services

9.3 Requirements

(a) **Childcare Services**

The STEPS Contractor will provide childcare services to the standards set out below.

Childcare contracts shall be the responsibility of the STEPS Contractor. The specification for childcare services at each Site will be that provided by the Departments to the STEPS Contractor prior to the Commencement Date for the childcare service to be delivered at each Site from the Commencement Date. Thereafter the specification for the childcare service at each Site will be as amended at the time of each re-tendering pursuant to Schedule 22 [*Competitive Tender Procedure*].

It shall be the responsibility of the Service Provider to invoice directly the users of the nursery service. Under no circumstances will the payment of unpaid invoices issued to parents be the responsibility of the Departments.

SERVICE	SERVICE STANDARD
Childcare services.	<p>The STEPS Contractor will, in close co-operation with the Departments and in accordance with Local Authority requirements, provide an effective and comprehensive childcare service to include:</p> <ul style="list-style-type: none"> • tendering and re-tendering using the Departments' contracts and specifications pursuant to Schedule 22 [<i>Competitive Tender Procedure</i>]; • day to day management of each service provider ensuring that the service is delivered during the required hours by the appropriate number of suitably qualified and vetted staff; • management of any nursery subsidy; • ensuring that parents receiving a subsidy are not exposed to a taxable benefit in kind; • liaison with the Departments' procurement staff and the Departments' Estate and Contract Management Unit; and • instigating and managing a system which measures parent satisfaction and manages the implementation of viable suggestions.
Pre-School Education Initiative.	<p>The STEPS Contractor will comply with the requirements of the Pre-School Education Initiative and administrate the system laid down by the competent local authority including disbursement of any monies received under the scheme.</p>

10. UTILITIES AND ENVIRONMENT

10.1 Objective

To procure utilities competitively, pursuant to Schedule 22 [*Competitive Tender Procedure*] and otherwise required by this Agreement, ensuring availability at all times to meet the Departments' Business needs and monitor and manage usage with a view to meeting the environmental commitments and performance targets.

10.2 Scope

- Procurement and Management of Utilities and Compliance with Environmental Commitments and Targets.

10.3 Requirements

Procurement and Management of Utilities and Compliance with Environmental Commitments and Targets.

The STEPS Contractor ensure the availability of electricity, gas, water, fuel oils, solid fuels, other energy, water and sewerage services and all equipment required for measuring, recording, analysing, managing and reporting the use of these utilities to the standards specified below. The STEPS Contractor will provide a high quality energy and water monitoring, targeting and analysis service to support organisational objectives of minimising total cost of occupation and environmental impact.

The STEPS Contractor will use its subjective endeavours to meet, and will assist the Departments in meeting Governmental environmental commitments and targets which shall cover all buildings, land, goods and services provided to the Departments.

(See Annex 1 for the environmental commitments and performance targets.)

SERVICE	SERVICE STANDARD
Procurement and availability of electricity, gas, water, fuel oils, solid fuels, other energy, water and sewerage services.	<p>The STEPS Contractor will provide all utility services to enable the proper operation of the Sites to meet all the Departments' Business and operational requirements, including quality, efficiency and cost control.</p> <p>The STEPS Contractor will, using best available information, seek competitive tenders for a fully inclusive price option, liaise with suppliers and meter operators and analyse and recommend the best value for money solution to the Departments.</p> <p>The STEPS Contractor will demonstrate that the cost of utilities does not exceed 2.5% above the market average on a like for like basis.</p>

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<p>Validation of fuel deliveries, meters and invoices and provision of a central billing service.</p>	<p>The STEPS Contractor will ensure that all invoices paid are appropriate to the volume of fuel used, the supply contract terms and all other relevant requirements and are paid at the appropriate time. The STEPS Contractor will demonstrably pass on the charge.</p>
<p>Collect, manage, monitor, record, analyse and report on the use of all utilities including half hourly or similar data.</p>	<p>Within 12 months of commencement of the Operating Period, the STEPS Contractor will operate systems for monitoring and measuring the usage and cost of all utilities to support efficient procurement, operation and cost control activities. The range of services shall include:</p> <ul style="list-style-type: none"> • collection of data which at least includes the variety and amount of information held at present and meets the requirements of GPG 286; • energy database validation for completeness and accuracy; • establishing annual budgets for the Departments; • providing data for procurement and liaison with other relevant parties; • standard monitoring and targeting; • advanced monitoring, targeting and analysis based on daily profile data for larger electricity sites; • identification of "avoidable waste"; • energy benchmarking (comparing normalised data for similar sites); • recording of energy schemes/initiatives; • on-line access to the data for the Departments' Estate and Contract Management Unit; • general support and provision of management information; and • tariff analysis. <p>The STEPS Contractor will provide the Departments with on-line access to the data. At least bi-monthly the STEPS Contractor will provide energy consumption, efficiency and cost data as well as options for reducing waste.</p> <p>Where the STEPS Contractor is not procuring the Departments' utilities the STEPS Contractor will provide the appropriate information at the appropriate time to the Departments' or their agents as required.</p>

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Collect, manage, monitor, record, analyse and report upon the performance in accordance with Governmental and the Departments' environmental commitments and targets.	The STEPS Contractor will provide comprehensive and accurate bi-monthly reports showing performance against Governmental and Departmental commitments and targets as set out in Annex 1 and demonstrate methodologies adopted and overall change in environmental impact.
Climate change.	The STEPS Contractor will establish an effective plan to phase out CFC, HCFC and HFC refrigerants and other similar substances to be implemented within 24 months of the Commencement Date.
Education and training of staff.	As appropriate, the Departments' staff, tenants, contractors, agents and invitees are at all times to be kept aware and educated, by the STEPS Contractor, about the operation and procedures relating to: <ul style="list-style-type: none"> • the provision and use of utilities, and • environmental management; and kept advised of all relevant change.

11. **MANAGEMENT OF REMOVALS (CHURN)**

11.1 **Objective**

The STEPS Contractor will plan and manage the removal of furniture, personal effects and equipment, business files and papers at individual Sites as required to meet the operational requirements of the Departments.

11.2 **Scope**

- Management of Removals.

11.3 **Requirements**

Management of Removals

The STEPS Contractor will carry out the planning and management of removals within each Site only as required, to the standards specified below.

This will include liaison by the STEPS Contractor with the Departments, their representatives, their IT service partners and all relevant parties.

The management of removals between Sites and removals that result from new works are not included.

SERVICE	SERVICE STANDARD
Management of removals.	The STEPS Contractor will efficiently plan and manage the routine removal and re-configuration of furniture, papers, files and personal effects and equipment within

	<p>each Site only, associated with the movement of staff, to meet the operational needs of the Departments.</p> <p>This will encompass, for each Site only, a space planning service to include, as required:</p> <ul style="list-style-type: none"> • layout proposals for each removal; • agreement with the Departments' Representative; • implementation of the removal and the appointment and management of contractors; and • updating and maintaining layout plans. <p>This service will not be required where a removal results from the implementation of new works but will be required where new works are required to facilitate a removal or as a direct result of a removal.</p> <p>The Parties acknowledge that the costs of labour required for removals will be paid by the Departments, and will be included in a Churn Invoice. The STEPS Contractor shall in accordance with Good Industry Practice, mitigate such costs, and maximise savings, to the Departments. The STEPS Contractor shall use any labour provided directly by the Departments at no cost, provided that such labour has the required skills for carrying out such removals in so far as they relate to the STEPS Contractor's property. The STEPS Contractor shall ask the Departments' Representative whether any such labour is available before undertaking any removal. Where no such labour is provided by the Departments or the STEPS Contractor reasonably decides that such labour lacks the required skills for the task of moving the STEPS Contractor's property, the STEPS Contractor will obtain the necessary labour, and charge the Departments for such labour at the rate recorded in the Schedule of Rates, or, if requested by the Departments, obtain such labour through the Competitive Tender Procedure. If the Departments require the STEPS Contractor to use labour which the STEPS Contractor reasonably considers lacks the skill required for the task, the STEPS Contractor will not be responsible for any injury to such persons consequent upon their lacking reasonable skill.</p> <p>The Departments may elect in writing at their discretion not to proceed with a move pursuant to this Schedule 9 if they are not satisfied with the costs of labour obtained through the Competitive Tender Procedure.</p>
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12. **MANAGEMENT OF DEPARTMENTS' EQUIPMENT**

12.1 **Objective**

To provide the Departments with a comprehensive management service for the provision, maintenance and disposal of Departments' Equipment identified in Categories H and I in Schedule 8 [*Departments' Equipment*], at the Sites as required.

12.2 **Scope**

- Management of the Provision, Maintenance and Disposal of Departments' Equipment.

12.3 **Requirements**

Management of the Provision, Maintenance and Disposal of Departments' Equipment

The provision by the STEPS Contractor of a comprehensive management service at the Sites as required to the standard specified below.

SERVICE	SERVICE STANDARD
<p>Maintenance and repair of all equipment in categories H and I in Schedule 8 [<i>Departments' Equipment</i>].</p>	<p>The STEPS Contractor will maintain all items in good repair so that they are fit for purpose and that they do not constitute a threat to Health and Safety. If this cannot be achieved the STEPS Contractor will ensure that the Departments are notified. Subject to their agreement that the item cannot be repaired, the STEPS Contractor will manage the procurement of a replacement using the Departments' call-off contracts, where these exist, and manage the delivery and installation.</p> <p>The Parties acknowledge that the cost of maintenance and repair of Departments' Equipment, excluding the cost of the STEPS Contractor's management service, will be paid by the Departments, and will be included in a Furniture Invoice. The STEPS Contractor shall in accordance with Good Industry Practice, mitigate such costs, and maximise savings, to the Departments. The STEPS Contractor will charge the Departments for such maintenance at the rates recorded in the Schedule of Rates (as applicable) or, if requested by the Departments, obtain maintenance through the Competitive Tender Procedure.</p> <p>The Departments may elect in writing at their discretion not to proceed with any such maintenance pursuant to this Schedule 9 if they are not satisfied with the cost of such maintenance obtained through the Competitive Tender Procedure.</p>

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<p>Manage the disposal of redundant furniture.</p>	<p>The STEPS Contractor will promptly and safely dispose of redundant furniture to an agreed programme to meet the operational needs of the Departments.</p>
<p>Manage the provision of new equipment in categories H and I of Schedule 8 [<i>Departments' Equipment</i>].</p>	<p>The STEPS Contractor will manage the efficient provision, delivery and installation of new equipment, using as appropriate the Departments' call-off contracts and other suppliers, as directed by the Departments' Representative and procure that the furniture is purchased in the occupying Department's name, and that all warranties in respect of the furniture are given in the name of the occupying Department. The STEPS Contractor will re-tender the Departments' call-off contracts for Departments' Equipment pursuant to Schedule 22 [<i>Competitive Tender Procedure</i>] if requested by the Departments to do so.</p>

ANNEX 1: ENVIRONMENTAL COMMITMENTS AND PERFORMANCE TARGETS

The STEPS Contractor will bring innovation to the contract, demonstrate continual improvement, and use subjective endeavours to comply at all times with the Government's and the Departments' environmental commitments and targets set out in the table below, as replaced or updated from time to time.

The STEPS Contractor's performance against the environmental targets will be reported to the Departments in such a way as to demonstrate that there has been a continual improvement in performance and an overall reduction in environmental impact before full payment is made.

Environmental Targets, Commitments and Improvements

A. Environmental Targets

Renewable Energy

The STEPS Contractor will buy 10% of the Departments' electricity from an independently verified renewable source.

Water

The STEPS Contractor will meet whole Estate performance of no more than 7 cubic metres consumption per person per annum.

Waste

The STEPS Contractor will recover 50% of general office waste per annum with at least 25% of the recovery coming from recycling or composting.

B. Environmental Commitments

Fuel Efficiency

The STEPS Contractor will demonstrate annual improvement in use of energy by applying good industry practice and demonstrating this using the Building Research Establishment's (BRE) Good Practice Guide 286 to reduce avoidable waste over next 10 years.

Climate Change

The STEPS Contractor and the Departments will agree and set joint targets to reduce total carbon dioxide emissions for all the Sites (this includes emissions from fuels, refrigerants and travel). The carbon dioxide travel impact will be calculated by the Departments.

Green Travel

The STEPS Contractor will support the Departments in meeting their environmental travel initiatives.

Environmental Management System (ISO 14001)

The STEPS Contractor will support the Departments in a rolling programme to establish ISO 14001 across the business.

C. Other Desirable Commitments to Achieve Environmental Improvements

The STEPS Contractor will minimise the use of pesticides and artificial fertilisers.

The STEPS Contractor will minimise the use of hazardous substances or processes where appropriate.

The STEPS Contractor will ensure that hazardous substances are stored, used and disposed of in accordance with legislation and best practice.

The STEPS Contractor will reduce the use of batteries (especially those with high levels of lead, mercury and cadmium) where there are practicable alternatives.

The STEPS Contractor will check the use of products containing potentially harmful solvents etc. to identify those which can be eliminated or replaced by low-solvent, or solvent-free products.

The STEPS Contractor will use fully bio-degradable substances where suitable and economical.

The STEPS Contractor will produce bio-diversity plans where applicable.

Part 4

Facility Output Requirements

To avoid doubt, where a Service has been ticked in respect of a Facility, all aspects of that Service must be delivered to the relevant Site in accordance with the Agreement.

Section A – Schedule of Requirements

1. SCHEDULE OF FACILITIES AND SERVICES REQUIRED

[Text redacted]

2. SCHEDULE OF SERVICE ONLY OCCUPANCIES AND SERVICES REQUIRED

[Text redacted]

3. NOTES TO THE SCHEDULE OF REQUIREMENTS

3.1 Where a cell in the Schedule of Requirements set out in Section A of Part 4 of this Schedule 9 ("**Schedule of Requirements**") is marked "Yes" in relation to any Service, this signifies that all aspects of that Service set out in the Required Outputs are to be delivered at that Facility.

3.2 Where a cell in the Schedule of Requirements is marked "Yes" in relation to any Category of Use, this signifies that that use exists at that Facility.

3.3 Where a cell in the Schedule of Requirements is marked "0:00", "0:00:00" or is blank in relation to any Normal Working Hours, this signifies that, in respect of the time period referred to by that column (eg. Weekend Start, Bank Holiday End), there are no changes to the Normal Working Hours of 07:00 to 19:00 Monday to Friday, and that those Normal Working Hours apply at that Facility or Service Only Occupancy. By way of illustration and not limitation, if the cells in the Schedule of Requirements read as follows:

STEPS Code	Weekday Start outside normal hours	Weekday End outside normal hours	Weekend Start	Weekend End	Bank Holiday Start	Bank Holiday End
S0542	0:00:00	0:00:00	8:00:00	16:00:00	0:00:00	0:00:00

then the Normal Working Hours for S0542 are:

- (a) 07:00 to 19:00 Monday to Friday,
- (b) 08:00 to 16:00 at Weekends; and
- (c) no opening on Bank Holidays.

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- 3.4 Where a Required Location is not expressly stated in the Schedule of Requirements, the Required Location will be same location as the Site from which the Facility is being provided at the Commencement Date, as restated or varied thereafter pursuant to the Agreement.
- 3.5 Where the NIA for a Facility is not expressly stated in the Schedule of Requirements, the NIA will be the NIA of the space occupied by the Departments as at 30 March 2001 at the Site from which the Facility is being provided at the Commencement Date, as altered as a consequence of any Change or agreement between the Parties thereafter.
- 3.6 In the Schedule of Requirements, in relation to the PMS Response Category:
- (a) 1 means Critical Facility or Large Site;
 - (b) 2 means Standard Office Facility; and
 - (c) 3 means Non-Office Facility.

The Response Time (as defined in Schedule 13 [*Performance Measurement System*]) for Critical Facilities and Large Sites, Standard Office Facilities and Non-Office Facilities are set out in Appendix 3 of Schedule 13 [*Performance Measurement System*].

4. AMENDMENTS TO THE SCHEDULE OF REQUIREMENTS

- 4.1 The NIAs in respect of the Facilities listed in the table shown in Annex 1 of this Section A of this Part 4 are increased or decreased (as indicated in that table) by the amount shown in that table in respect of each such Facility.
- 4.2 The Schedule of Requirements is amended by adding the Schedule of Facilities and Service Required shown in Annex 2 of this Section A of this Part 4.
- 4.3 All properties designated "S" in the column headed "Designation" in the Schedule of Facilities and Services Required in this Section A of this Part 4 are deemed to be deleted. Where properties are designated "C + S", or "I + S" or "F + S" in the column headed "Designation" in the Schedule of Facilities and Services Required in this Section A of Part 4, the reference to "S" shall be disregarded.
- 4.4 Certain Facilities are shown with the same number in the column headed "STEPS Code/Facility no" in the Schedule of Facilities and Services Required in this Section A of Part 4 and appear on more than one row in the Schedule of Requirements, All such rows, taken together, form the Facility Output Requirements for a single Facility, having the designation shown in the "Designation" column for the first row to appear in respect of the relevant Facility. To avoid doubt, the required Services shown in each such row are to be delivered to the part of the Facility occupied by the entity described in the column headed "Occupant Title".
- 4.5 The Facility with number S032 in the column headed "STEPS Code/Facility no" is amended to show a designation "I" with a Transition Date of 31/12/01.

ANNEX 1 - NIA INCREASES AND DECREASES

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IR	IR EA	S0548	SOUTHGATE HOUSE	ST. GEORGES WAY	STEVENAGE	2,096.15	349.36	678.72		32
IR	IR LN	S0521		102-104 FARNHAM ROAD	SLOUGH	2,834.06	472.79	0.00	472.79	
IR	IR NH	S0656	STOCKLUND HOUSE	CASTLE STREET	CARLISLE	2,894.49	103.08	0.00	103.08	
IR	IR NW	S0696		63 COLLEGE STREET	ST HELENS	3,119.20	0.00	151.51		15
IR	IR NW	S0701	ESKDALE HOUSE	SHAP ROAD	KENDAL	1,635.95	52.90	0.00	52.90	
IR	IR NW	S0709	ROBERTS HOUSE	80 MANCHESTER ROAD	ALTRINCHAM,	2,197.01	350.83	0.00	350.83	
IR	IR NW	S0715	CRAVEN HOUSE	CHURCHILL WAY	MACCLESFIELD	2,228.75	1,033.65	0.00	1,033.65	
IR	IR SC	S0759		ST. MUNGO'S ROAD	CUMBERNAULD	22,866.11	2,089.70	0.00	2,089.70	
IR	IR SC	S0861	PLAZA TOWER	THE PLAZA	EAST KILBRIDE	8,702.51	1,860.12	930.06	930.06	9
IR	IR SC	S0891	CLARENDON HOUSE	114-116 GEORGE STREET	EDINBURGH	3,182.88	696.65	0.00	696.65	
IR	IR SE	S0778	CAPITOL HOUSE	NORTHDOWN ROAD	MARGATE	1,197.10	0.00	399.73		39
IR	IR SE	S0781	WINGFIELD HOUSE	316-334 COMMERCIAL ROAD	PORTSMOUTH	8,759.57	395.80	0.00	395.80	
IR	IR SE	S0787	CROWN HOUSE	WILLIAM STREET	WINDSOR	1,012.15	0.00	374.13		37
IR	IR SE	S0910		34-36 WELLESLEY ROAD	ASHFORD	1,627.84	194.92	0.00	194.92	
IR	IR SW	S0916	MADFORD HOUSE	MADFORD LANE	LAUNCESTON	993.08	186.81	0.00	186.81	
IR	IR SW	S0915	VESPARSIAN HOUSE	BRIDPORT ROAD	DORCHESTER	2,846.57	0.00	186.81		186
IR	IR WM	S0970	TY GLAS	TY GLAS ROAD	CARDIFF	45,676.99	351.18	5,623.12		5,27
IR	IR WM	S0977	TAFF VALE HOUSE	TAFF STREET	PONTYPRIDD	2,172.25	644.36	1,002.49		35
IR	IR WM	S0978	TY MOELWYN	BRITANNIA TERRACE	PORTHMADOG	1,280.88	411.64	0.00	411.64	
IR	IR WM	S0987	CITY CENTRE HOUSE	30 UNION STREET	BIRMINGHAM	12,622.00	0.00	127.80		12
IR	IR WM	S0992	BROADWAY HOUSE	32/35 BROAD STREET	HEREFORD	1,994.90	208.69	105.50	103.19	
IR	IR WM	S1000	MERRYWALKS HOUSE	2 THE HILL	STROUD	1,214.90	0.00	250.96		25
IR	IR WM	S0993	JEPHSON HOUSE	NEWBOLD TERRACE	LEAMINGTON SPA	2,445.50	0.00	456.86		45
VOA		S1042	CUMBERLAND HOUSE	200 BROAD ST	BIRMINGHAM	9,209.50	2,460.00	1,537.50	922.50	
TOTALS						11,862.48	11,825.19	7,944.52	7,900	

NET TOTALS 37.29 37

PROPERTIES PREVIOUSLY FULLY SURPLUS

G&E	S0246	JANSEL HOUSE	LUTON	1,143.82	1,143.82	0.00	1,143.82
	S1123	MANNINGHAM LANE	BRADFORD	1,512.00	1,512.00	0.00	1,512.00

TOTALS 2,655.82 0.00 2,655.82

ANNEX 2 - SERVICES REQUIRED AT CERTAIN FACILITIES

[Text redacted]

Section B – Amenities

1. AMENITIES

For the purposes of this Schedule, "Amenities" means the amenities, items and other features listed in the table under paragraph 4 below.

2. REQUIRED AMENITIES

The STEPS Contractor shall be required to provide such Amenities, chattels, fixtures, fittings, colour schemes and features at each Facility as are present as at 30 March 2001 at each Site from which the Facility is provided at the Commencement Date. The nature, number, capacity, volume, area, proportion, ratio, layout, quality and standard ("**Character**") of such Amenities, chattels, fixtures, fittings, colour schemes and features shall be no less favourable to the Departments than as at the Commencement Date. The Parties, acting through agents at a local level or otherwise, may change the Character of the Amenities by agreement in writing from time to time; such agreement to expressly refer to clause 45 to be effective.

3. NEW SITE

If the STEPS Contractor proposes to deliver a Facility from a New Site, the New Site must:

- (a) have present at the New Site such Amenities as are present at the existing Site from which the Facility is provided as at the date of the proposed change (and the Character of such Amenities must be no less favourable to the Departments);
- (b) be readily accessible by public transport for staff with appropriate car parking facilities available on site or nearby;
- (c) be accessible by the disabled and those with reduced mobility or with sight or hearing/speech difficulties;
- (d) be in an area of appropriate neighbouring uses (in particular the area shall not be associated with prostitution or drug trafficking or be in a industrial area, or any other use of a similar nature to the foregoing);
- (e) be conveniently located to attract and retain an appropriate level of skilled staff;
- (f) meet the Departments' Business needs no less efficiently and effectively as the existing Site (including being at least as conveniently located for users of the Departments' Services as the existing Site);

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- (g) meet the Required Outputs no less efficiently and effectively as the existing Site;
- (h) have an area, and a ratio of gross floor area to the floor area, which is in each case no less favourable to the Departments than the existing Site from which the Facility is provided at the date of the proposed change; and
- (i) be no less secure than the Site from which the Facility is provided at the date of the proposed change.

4. **LIST OF AMENITIES**

Office space, including open plan office areas	Guards rooms	Guards rest rooms
Queens warehouses	Drying rooms	Locker rooms
Games rooms	Plant rooms	Battery rooms
Smoking rooms	Cold rooms	Changing rooms
Meeting rooms	Conference rooms	Computer rooms
PABX rooms	Dining rooms	Public rooms
Reception areas	Creche/nursery and childcare facilities	Storage rooms
Archive rooms	Custody suites	Training suites
Specialist warehouses (Queen's Warehouse)	Recovery (first aid) room	Common rooms
Print rooms	Photocopy rooms	Staff mess room
Catering service kitchen	Fitness room/Gym	Server
Patch panel rooms	Specialist secure rooms and Queen's Warehouses	Security control room
Shower rooms	Reception counters	Internal planters
Intruder detection system	Disabled refuge	Evacuation chair
Panic alarm systems	Public address system	Induction loop
Access control system	CCTV (No. of systems)	CCTV (No. of cameras)
Standby electrical supplies	Tea points	Serverys
Mobile racking system	Washing machine	Refrigerator
Hot water boilers	Cycle sheds	Dishwashers
Microwaves	Lektrievers	Loading bays
Bay lifts	Levellers	Post boxes
Chilled water dispensers	Safes	Fire proof cupboards
Drying cupboards	Lockers	Pictures and artefacts

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Noticeboards	Key cupboards	Whiteboards
Furniture	Shelving	Filing Cabinet
Cupboards	Storage	Cleaners' Rooms
Clocks	Incinerators	Aerials
Hoists	Internal signage	Internal personalised signage
External signage	Electronic signage	Toilets (and disabled toilets)
Shops/retain outlets	Garages	Off-site storage
Cycle racks/store	Motorcycle spaces	Bin stores
Kennels	Bomb blast curtains	Cashiers enclosures
Swimming pools and sports halls	Saunas and solariums	Jacuzzis
Bars	Bar lounges	Bomb refuges
Transit examination sheds	Vehicle workshops	Pontoons and piers
Vehicle testing stations	Gatehouses and barriers	Nursery play areas
Public telephone	External power supply	External access control
Service connections – electricity/ gas/ water/ telephone	Alarm bells/siren	IDS
Intercom equipment	Telephone cabling/outlets	Data cabling/outlets
Heating distribution	Air exchange plant	Fire detection systems and smoke alarms
Fire alarm systems	Sprinkler and suppression systems	Environmental monitoring systems
BMS	Lifts and escalators	Electronic blinds
UPS systems	Alarm systems and evacuation facilities for the disabled	Mobile storage systems
Bar pumps and cooling systems	Fire fighting equipment	Security patrol "clock in" points and systems
Anti climb paint	Roller spikes	Barbed wire
Plants	External lighting	Emergency lighting
Lightning protection system	TV and radio cabling, aerials and sockets	Centralised building clock systems
Electronically operated filing and retrieval systems	Health and safety signage	Access control systems
Secure storage facilities for official vehicles	Industrial waste disposal equipment	Hand washing and drying facilities

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"Secret policemen"	Waste bins	Facilities for washing and drying of protective clothing
Pictures	Car parks	Colour scheme