

PART 14 OF THE SCHEDULE

CONFORMED COPY

SERVICE REQUIREMENTS

Section 1 - Service Specific Specification

For the purpose of this agreement. The Service Specific Specifications are as detailed in Part 14 of the Schedule, Service Requirements, Section 1, of the Project Agreement, subject to:

"To the extent that any obligations set out in the Service Requirements constitute Life Cycle Works then (subject to the terms of Part 3 of the Schedule (Life Cycle Works)) such obligations will not form part of the Contractor's responsibilities under these Service Requirements and the rights and obligations of the parties in relation to Life Cycle Works will be regulated by Part 3 of the Schedule (Life Cycle Works)"

00 **General Service Specification**

GP06 Project Co shall prepare a Performance Monitoring Report and deliver it to the Board within ten Business Days after the Contract Month end.

*The Contractor shall provide to Project Co within **10** Business Days of the end of each Contract Month a Monthly Performance Report that meets all relevant requirements of this specification. This Report shall include all relevant performance information including the calculation of any Availability or Performance deductions.*

THIS LOOKS ACCEPTABLE EXCEPT THE 7 DAYS

Project Co shall issue an invoice with the Performance Monitoring Report in accordance with Clause 35 (Payment).

The Contractor will provide all relevant financial information relating to the Service Fee adjusted as necessary to take into account any deductions, volume adjustments, etc. that relate to the relevant Contract Month in accordance with the provisions of the Agreement relating to invoicing and payment. THIS LOOKS ACCEPTABLE

01 **Estates Service Specific Specification**

SP21 Project Co shall prepare an annual written report for the Board providing the following information on the Site:

The Contractor shall provide to Project Co a written Annual Report relating to all relevant issues contained within this Specification. The Service Provider shall also provide any further information that Project Co may reasonably require to allow Project Co to discharge all relevant obligations to other parties to the project Documents.

- a) confirmation that the Facilities used by the Board in the delivery of its healthcare services, including, but not limited to, fire compartmentalisation design, provision of escape

routes and provision of fire fighting equipment and systems, complies with the minimum requirements of Firecode and all other applicable Law relating to fire safety;

THIS LOOKS ACCEPTABLE

b) confirmation that procedures for which Project Co is responsible, including Emergency procedures and contingency plans, as these relate to the Fire Safety Policy agreed with the Board, comply with the minimum requirements of Firecode and all other applicable Law relating to fire safety;

c) current status of fire risk assessments; and

d) all circumstances where Project Co believes, using due skill and care, the Board is conducting its activities in a way where there are non-compliances with Firecode and/or other applicable Law relating to fire safety.

SP28 In addition Project Co shall provide the following in support of the asset and property management Estates Service:

For clarity only the 'monitor rent and / or rates reviews and challenge where unduly charged' shall be a Project Co. responsibility.

b) monitor rent and/or rates reviews and challenge where unduly charged.

GRAEME NEEDS TO REVIEW

This is not a Serco responsibility. JLSI agree they are responsible.

02 **Grounds and Gardens Service Specific Specification**

SP02 Project Co's PPM Service shall include, but not be limited to:

d) Boundary walls, fences and hedges

We must ensure that this references the property documents such that all relevant boundary walls, fences, etc. are identified on the relevant plans.

*'Boundary walls' excludes Stirling Road Boundary wall. (In discussion with Board who want Project Co. to take over)
If we achieve the point opposite, the need for this goes away!*

SERCO DO NOT ACCEPT

03 **Utilities Service Specific Specification**

1.1 Project Co shall be responsible for:

Scope

- c) maintaining connections to Utility Provider services of adequate capacity to supply the requirements of the Board;
- d) ensuring Utility supply specifications are consistent with the requirements of Board operations;
- e) undertaking all testing, cleaning and maintenance of the Utility systems within the Site as reasonably required by the Utility Provider;
- f) putting in place a procurement procedure that ensures Utility Provider charges are optimised in accordance with this Service Specific Specification; and
- g) arranging for standby provisions/resilience to cater for those eventualities where Utility Provider connections are unable to meet the demand placed on them.

For clarity in Item 1.1 (d) Project Co. will only be responsible for payment of water, sewage, drainage and rates. Serco will require ensuring the infrastructure is managed, operated and maintained to allow optimum usage, minimal wastage as in accordance with the Utilities Service Level Specification.

If we have said this in a Service Spec, why do Serco think that it is not their responsibility?

*I would expect that Serco would normally be obligated to do d) and e); **ACCEPT***

c) is too open-ended: does this mean that we have to continually up rate the connections to address increases in demand? If it does, we should not be agreeing this with the Board. Our obligation should be to provide for the initial load plus any agreed "spare capacity". Serco could not do this, as capital expenditure will be required;

AGREED

*f) – who has responsibility for procurement? If Serco (as suggested below), then this is clearly down to them. If Project Co., who is expected to do this? **ACCEPT THIS IS SERCO***

*g) This should also be limited to standby for the initial anticipated loads. Serco would only maintain and test; Project Co would procure the provision of these. **AGREED***

SP01 Project Co shall procure all Utilities (excluding medical/laboratory gas) at minimum cost with consideration given to purchasing energy derived from renewable energy sources. Project Co shall procure through NHS Scotland Utility Contracts or alternatives whichever demonstrates value for money to the Board.
Project Co shall continue to lead contract negotiations with the Utilities Provider to identify the most appropriate tariffs to the Board and liaise with other relevant parties (such as Service Providers) regarding other elements of the energy package with the supplier, such as alternative energy options.

Project Co. shall be responsible for the payment of all charges relating to water, sewerage, surface water drainage and Business Rates. Serco shall be responsible for the procurement of Utilities and obtaining best available value for the Board which should include consideration of the contracts available through NHS Scotland. NOT SURE ABOUT BUSINESS RATES – GRAEME?

Agreed

04 Ward Housekeeping Service Specific Specification
[There are no exclusions]

05 Helpdesk Service Specific Specification
[There are no exclusions]

06 Pest Control Service Specific Specification
[There are no exclusions]

07 Waste Management Service Specific Specification
[There are no exclusions]

08 Car Parking Service Specific Specification

Sec 2 2 KEY OBJECTIVES

2.1 Project Co shall provide a comprehensive Car Park Management Service including traffic management across the Site. The Service shall be operable 24 hours per day 365(6) days per year on a Planned and ad-hoc basis. Project Co shall:

Serco shall provide car park management services, manage & maintain the infrastructure provided by Project Co.

ACCEPT

- h) provide a secure and safe car park environment for patients, Board employees, Staff and bona fide visitors to the Facilities, their vehicles and their property;
- i) provide car parking areas that maximise the use of the space whilst minimising the risk of crime and pollution;
- j) provide Board traffic management within the Site(s) to ensure the free flow of traffic ensuring access and egress to/from the Facilities at all times;
- k) provide an administration Service that controls all parking-related administration, for the avoidance of doubt there shall be no parking charges applied to the Site; and
- l) support the Board in the promotion of the NHS Green Transport Plan by encouraging the use of sustainable transport modes.

4.4 The Car Park Management Service shall provide the following in the provisions of this Service Specific Specification:

Scope

- a) traffic management;
- b) car parking areas including:
 - i. equipment;
 - ii. designated/priority parking; and
 - iii. maintenance issues;
- c) car park administration including:
 - i. complaint processing; and
 - ii. permit system; and
- d) external security.

SP03

The Car Park Management Service shall provide, maintain, operate, and replace when necessary, access and egress equipment, mechanical or otherwise to ensure car park areas are used by patients, board employees, staff, permit holders and or authorised visitors only. such control measures shall minimise the potential

Serco shall be responsible for the provision of the Car Park Management Service.

SERCO DO NOT ACCEPT THIS

Comment [mm1]: SERCO DO NOT ACCEPT THIS

*Can come out now as covered by overriding wording at top of sheet. **AGREED***

for causing congestion in so doing and shall have sufficient capacity to cope with peak traffic flow.
SP04 Project Co. shall ensure all such equipment and machinery are commissioned, operated and maintained in good safe working order and in accordance with manufacturer's instructions and requirements of the appropriate portable appliance regulations.

Project Co. to procure commissioning of said piece of equipment being subject to the terms of Part 3 of the Schedule (Life Cycle Works)

Serco to cooperate in the commissioning of equipment by the manufacturer / installer when new equipment is brought into us e. GRAEME – SOUNDS REASONABLE?

Agreed

09 Catering Service Specific Specification
[There are no exclusions]

10 Domestic Service Specific Specification
[There are no exclusions]

11 Reception Service Specific Specification
SP08 Project Co shall provide all necessary materials, consumables and equipment required to provide the Reception Service.

For clarity on the provision of Portable Induction Loops refer to Part 13 of the Schedule to the Project Agreement (ERM). I assume that Serco are obligated to provide the relevant consumables for this service. NOT A SERCO RESPONSIBILITY – ALISTAIR?

Not Serco – Portable Induction Loops are the responsibility of the Board as stated in the ERM

12 Porter Service Specific Specification
[There are no exclusions]

13 Linen Service Specific Specification
[There are no exclusions]

14 Security Service Specific Specification
SP10 Project Co shall maintain, operate and replace as required a 24

Can come out now as covered by overriding wording at top of

hours a day 365(6) days per year remote surveillance system of the Facilities, car parks, entrances and other vulnerable areas of the Site agreed by the Board's Representative. The following high risk areas shall be given priority:

- a) accident & emergency;
- b) maternity;
- c) psychiatric;
- d) goods receipts areas / service yards;
- e) car parks.

sheet. **SEEMS REASONABLE?**

Agreed

15 Switchboard Service Specific Specification
[There are no exclusions]

Section 2 – Method Statements

For the purpose of this agreement. The Method Statement's are as detailed in Part 14 of the Schedule, Service Requirements, Section 2, of the Project Agreement, subject to:

- 01 Estates Service Specific Specification
[There are no exclusions]
- 02 Grounds and Gardens Service Specific Specification
[There are no exclusions]
- 03 Utilities Service Specific Specification
[There are no exclusions]
- 04 Ward Housekeeping Service Specific Specification
[There are no exclusions]
- 05 Helpdesk Service Specific Specification
[There are no exclusions]
- 06 Pest Control Service Specific Specification
[There are no exclusions]
- 07 Waste Management Service Specific Specification
[There are no exclusions]
- 08 Car Parking Service Specific Specification
[There are no exclusions]
- 09 Catering Service Specific Specification
[There are no exclusions]
- 10 Domestic Service Specific Specification
[There are no exclusions]
- 11 Reception Service Specific Specification
[There are no exclusions]
- 12 Porter Service Specific Specification
[There are no exclusions]
- 13 Linen Service Specific Specification
[There are no exclusions]
- 14 Security Service Specific Specification
[There are no exclusions]

15 Switchboard Service Specific Specification
[There are no exclusions]

Section 3 – Services Quality Plan

For the purpose of this agreement. The Services Quality Plan is as detailed in Part 14 of the Schedule, Service Requirements, Section 3, of the Project Agreement, subject to:

[There are no exclusions]