

Appendix A(i) – Service Specification

Lot 1 – Hard-Wired Maintenance and DAUs of Call Monitoring Systems

1. Introduction

Aster requires a competent and experienced Contractor to provide the planned, reactive and emergency maintenance of hard-wired Technology Enabled Care (TEC) systems across its sheltered and extra care schemes. These systems support customer safety, independence and wellbeing and form part of Aster's wider TEC transformation programme.

This specification sets out the minimum technical, operational, competency and reporting standards the Contractor must meet. It must be read in conjunction with:

- The Contract
- Pricing Matrix (Appendix D)
- KPI Schedule
- Aster's Policies
- Data Processing Agreement (Appendix G)

Definitions

- Priority 1 – Critical fault: A system failure resulting in total or partial loss of the ability to raise an alert, monitoring, loss of speech communication or loss of smoke detection monitoring and, within Extra Care, the loss of the DECT system.
- Priority 2 – Emergency fault: A fault affecting performance of the system but not showing the system as unsafe.
- Priority 3 – Routine fault: Non-urgent repairs not affecting safety.
- PPM: Planned Preventative Maintenance.
- FTF: First time fix.
- System at Risk: Any defect found on routine or annual visit that may compromise resilience or reliability.
- Annual Visit: To be performed annually ensuring all components are tested, including at least 10% of dwellings. The system must be tested on and off site and with failover.

2. Scope of Services

The Contractor shall maintain, test, repair and support all relevant hard-wired alarm and call monitoring infrastructure installed across Aster's schemes, as detailed in the asset data supplied with this ITT.

This includes all system types identified in Aster's registers.

2.1 System Platforms in Use

Based on Aster's asset datasets, the following systems are in scope (but not limited to):

- IP Reach
- Legrand XT2
- Legrand Infinity
- Appello Smart Living System
- Everon Lyra

- Chiptech Seven
- Tunstall Communicall Digital

The Contractor must be competent to maintain these systems or demonstrate the ability to obtain manufacturer-approved training where appropriate.

2.2 Core System Elements in Scope

The Contractor will maintain the following components:

- Central control equipment including controllers, panels and gateways.
- Hard-wired call points and pull cords.
- Local call triggers and sensors.
- Speech and audio units including room units, corridor units and interface modules.
- Integrated door entry systems where applicable.
- Peripherals linked to alarm equipment.
- Ancillary equipment including beacons, sounders, reset points and pagers.
- System cabling and wiring infrastructure including legacy cabling, 10-core, 10-pair, CW1308, CAT5 and CAT6 cabling.
- Local power supplies, battery backups and UPS where applicable.
- Interface equipment linking call systems to fire or smoke detection where present.
- System cabinets, housings and enclosures.
- Installed DualCom, Draytek or CSL resilience units where these form part of the system.

2.3 Exclusions

The following are excluded unless separately instructed:

- Alarm receiving and call-handling services.
- Cloud or SaaS-based monitoring platforms.
- Fire alarm systems not directly linked to hard-wired alarm system signalling.

3. Planned Preventative Maintenance (PPM)

3.1 PPM Requirements

PPM visits must include as a minimum:

- Full test of all call points.
- Communication testing with the monitoring centre.
- Inspection and cleaning of panels, cabinets and equipment.
- Testing of speech modules.
- Verification of power supply, battery backup and UPS.
- Testing of integrated systems such as door entry and smoke interfaces.
- Updating asset and configuration records.
- Identification of system condition and recommendations.
- Testing of failover solutions.

3.1.1 Failover Testing Requirement

The Contractor must test system failover functionality during each PPM visit and report any failover failures to Aster immediately.

3.2 PPM Frequency

PPM is generally required annually unless otherwise specified by Aster based on risk, system integration or customer needs.

3.3 PPM Deliverables

A PPM report, using the Aster template, must be provided within 48 hours of each visit and must include:

- Pass/fail results for every test performed.
- Updated asset information, including digital asset data where applicable.
- Photographs of equipment, panels and any areas of concern.
- Any follow-on works required, reported to Aster in real time or as soon as reasonably practicable.
- Risk assessments for any concerns identified, with recommendations and quotes.

3.4 Fixed Pricing and Inclusions for PPM

- All PPM activities must be delivered in accordance with the fixed pricing model set out in Appendix D (Pricing Matrix).
- PPM pricing is inclusive of travel, mileage, parking and accommodation where required, unless otherwise agreed with Aster.

4. Reactive Maintenance, Planned and Emergency Callouts

4.1 Priority Levels and Response

Priority 1 – Critical

- Attendance within 4 hours.
- Fault fully resolved within 24 hours where parts are available.

Priority 2 – Emergency

- Attendance within 24 hours.
- Fault fully resolved within 3 working days unless awaiting parts.

Priority 3 – Routine

- Attendance within 5 working days.
- Fault fully resolved within 10 working days unless awaiting parts.

For all priority levels the Contractor shall use all reasonable endeavours to fully resolve the fault at the first visit.

4.2 First-Time Fix and Temporary Measures

The Contractor must maximise first-time fix rates and carry appropriate, manufacturer-approved spares.

- The Contractor shall carry all reasonable manufacturer-approved spare parts on vehicles to maximise first-time fix rates.

- Where spares are not available at the time of attendance, the Contractor must:
 - Make the system safe and maintain functionality wherever possible.
 - Deploy temporary DAUs or other temporary measures where resident safety would otherwise be compromised.
 - Notify Aster within 2 working hours where parts need to be ordered.
 - Confirm the expected resolution date.
- Repeat visits caused by a lack of appropriate spares shall not be recharged unless expressly approved by Aster.

4.2.1 Temporary Measures When Awaiting Parts

Where a first-time fix is not possible due to parts unavailability, the Contractor must make the system safe and deploy appropriate temporary measures (such as temporary DAUs or additional monitoring arrangements) to maintain resident safety until the permanent repair is completed.

4.2.2 No Access Procedures

Where access cannot be gained:

- The Contractor must leave a no-access card for the customer stating the date and time of the visit.
- Photographic evidence of the attempted visit and no-access card placement must be captured and made available to Aster.
- The appointment must be rebooked in line with Aster's processes and any agreed no-access procedure.

4.3 Out-of-Hours Service and Travel Inclusion

- Emergency call-out cover must be provided twenty-four (24) hours a day, three hundred and sixty-five (365) days a year.
- All call-out prices are inclusive of travel, mileage and parking costs, unless otherwise agreed with Aster.

5. Parts, Spares and Replacements

5.1 Requirements

- The Contractor shall provide all required parts and ensure that all components are manufacturer-approved, or equivalent where agreed by Aster.
- Replacements must be like-for-like unless otherwise authorised by Aster.
- All replaced components must be recorded in the asset register.

5.1.1 Mark-Up on Equipment and Materials

- Mark-up for unlisted items and materials must not exceed ten percent (10%) over cost, unless otherwise agreed in writing by Aster.

5.2 Lead Times

- Critical parts: same-day or next-day wherever reasonably practicable.
- Non-critical parts: within five (5) working days.

5.3 Warranties

- A minimum of 12 months warranty must be provided on all parts supplied.
- Warranty claims must be handled directly between the Contractor and the supplier of the equipment, with full reports provided to Aster on request.
- Where equipment upgraded or installed prior to the Commencement Date remains within an original installer or manufacturer warranty period, the Contractor is not responsible for rectifying any installation or product defects covered by that warranty. The Contractor shall attend and make safe where required and shall identify and report any faults that appear likely to fall within the scope of an existing warranty. The Contractor shall not carry out intrusive, corrective or replacement works on components that remain under warranty where such works may reasonably invalidate that warranty, unless Aster provides written instruction to proceed. The Contractor shall provide reasonable cooperation to Aster and to any incumbent or original installer to enable inspection, diagnosis and completion of warranty related works. Any works instructed by Aster that are confirmed not to be covered by an existing warranty shall be carried out in accordance with the rates and mechanisms set out in the Pricing Schedule.

5.4 Price Changes and Materials Uplift

- The Contractor must give Aster at least one (1) month's written notice of any proposed manufacturer material price increases, including justification and evidence.
- Any permitted uplift to materials pricing will be in accordance with the ITT pricing instructions and the Contract.

6. Asset Management and Data Quality

The Contractor must:

- Maintain accurate and complete asset data for all systems in scope.
- Record replacement components and configuration changes immediately and upload updated records to Aster within 24 hours of visit completion.
- Update configuration records and meet Aster's requirement of at least 98% data accuracy.
- Provide updated records after all visits via Aster's contractor portal or other agreed mechanism.

6.1 Major Incident Reporting

- A major incident report must be supplied to Aster within four (4) hours of identification of any major outage or critical risk to service.
- Aster will update its internal systems and communications based on the information provided by the Contractor.

7. Contractor Competency and Compliance

Engineers must have relevant system competencies and meet the following requirements:

- Hold appropriate electrical qualifications and be NICEIC certified or be a member of a recognised competent person scheme (with annual audit evidence provided to Aster).
- Hold asbestos awareness training and, where required, CAT B certification.
- For linked fire alarm activity, be BAFE SP203-1 accredited and work in conformance with BS 5839.

- Demonstrate awareness of the Building Safety Act 2022 and requirements for high-rise buildings where relevant.
- Hold relevant manufacturer-specific training for systems in scope.
- Demonstrate TEC industry knowledge (e.g. membership of TSA or equivalent).

7.1 Lone Working and Entry Protocols

- Engineers must comply with Aster's lone-working protocols and access/entry requirements or submit their own lone-working procedures for Aster's review and approval.
- Lone-working arrangements must ensure engineer safety and appropriate escalation.

7.2 Customer-Facing Requirements

- All engineers must hold a DBS where required by the service.
- Engineers must carry photo ID and wear branded uniforms.
- Customers must be informed prior to any intrusive works being undertaken in their homes.
- Health and Safety boards must be placed in schemes for any significant work undertaken, where appropriate.
- All engineers must always adhere to Aster's Health and Safety policies.
- Site-specific RAMS must be provided where required.

7.3 Cybersecurity and Network Security (for IP-based systems)

The Contractor must comply with Aster's cybersecurity requirements, including:

- Use of secure password standards and access controls.
- No use of unsupported firmware or unauthorised remote access mechanisms.
- Obtaining Aster approval for any network changes that may impact systems.
- Immediate reporting of cyber incidents or security breaches.
- Secure storage and transmission of configuration files.

The Contractor should be able to evidence or work towards:

- ISO 27001 – Information Security Management.
- ISO 9001 – Quality Management Systems.
- ISO 22301 – Business Continuity Management.
- ISO 20000 – IT Service Management (for connectivity and system support).
- NHS DSPT (Data Security and Protection Toolkit) compliance where relevant.
- Compliance with BS8521 and BS8521-2 (interoperability of telecare systems and digital alarm protocols).
- Adherence to UK GDPR and the Data Protection Act.
- Application of ICO guidance on privacy-by-design for in-home sensors and telecare devices.

The Contractor must work with system suppliers using their portals for updates and remote fixes where possible. Such remote actions must be recorded and reported to Aster in a timely manner.

7.4 Monitoring Centre Collaboration

- The Contractor must notify the monitoring centre before and after testing where monitoring services may be impacted.
- The Contractor must inform Aster and the monitoring centre of any service-impacting faults.
- The Contractor must report any outages following major incidents and cooperate with incident investigations.

8. Outcomes and Performance Requirements

Key outcomes of this contract include:

- Reliable and resilient system performance across all schemes.
- Zero missed PPMs.
- Compliance with agreed SLAs for attendance and completion.
- Accurate and up-to-date asset and configuration data.
- High levels of customer care and clear communication with customers and scheme staff.
- Evidence of continuous improvement in service delivery and performance.

8.1 Additional Performance Measures

- The Contractor must maintain zero missed PPMs, except where explicitly agreed with Aster (e.g. due to no access).
- The Contractor must provide Aster with an up-to-date schedule of planned works and PPMs.
- Job cards must include detailed information on works carried out, any residual risks, recommendations and follow-on requirements.

9. Sustainability and Social Value

The Contractor must support Aster's environmental and social objectives, including:

- Promoting digital inclusion for customers and onsite teams.
- Supporting local employment and skills development where possible.
- Responsible disposal of waste, including WEEE-compliant recycling of electronic equipment and batteries.
- Reduction of travel emissions through efficient routing, remote diagnostics and consolidation of visits where appropriate.

10. Mobilisation, Exit and Transition Requirements

10.1 Mobilisation Plan

The Contractor must submit a mobilisation plan within ten (10) days of award, which must include:

- Resourcing and onboarding plans.
- Training plans for engineers and support staff.
- Scheduling of initial PPMs and validation visits.
- Asset data validation and gap analysis.
- Mobilisation risks and proposed mitigations.

10.1.1 Pricing and Commercial Obligations

- Pricing in Appendix D (Pricing Matrix) is fixed for the initial four (4) year term in line with the ITT and Contract, subject to any permitted materials uplift set out in the ITT pricing instructions.
- The Contractor's mobilisation planning and resourcing must align with the fixed pricing structure and the scope of services defined in this specification.

10.2 Demobilisation

At the end of the Contract or on early termination, the Contractor must:

- Remove all Contractor-owned data and equipment in relation to Aster, in line with data protection and information security requirements.
- Provide up-to-date scheme system condition reports, including outstanding defects and risks.
- Provide all necessary information, asset data and configuration records to enable a smooth transition to Aster or any incoming provider.