

Service Specification

**Door Entry Systems, Automatic Opening Equipment and CCTV Servicing,
Maintenance and Installation**

SECTION 1 - Description of Works and Lots

1. Introduction

This is the Service Specification for the procurement of Door Entry Systems, Automatic Opening Equipment and CCTV service providers for Aster's housing stock located across southern England.

Aster has split the Contract into two Lots and intend to award a separate contract to the successful suppliers of each Lot. Suppliers may bid for more than one lot, however, will only be awarded the Contract for the Lot for which they scored highest.

Each contract is for an initial term of 4 years, with an optional 1 year + 1 year extension.

Lot Number	Service Provision	Region
1	Door Entry Systems, Automatic Opening Equipment and CCTV Servicing, Maintenance and Installation	East (London, Hampshire and Wiltshire)
2	Door Entry Systems, Automatic Opening Equipment and CCTV Servicing, Maintenance and Installation	West (Dorset, Somerset, Devon and Cornwall)

The requirement has been divided by region, with Lot 1 covering Aster' Southeast properties across London, Hampshire and Wiltshire; and Lot 2 covering Aster's Southwest Properties across Dorset, Somerset Devon and Cornwall.

Each Contract will cover Automatic Opening Equipment and CCTV Systems servicing, remedial work and repairs for Door Entry Systems, Automatic Opening Equipment, CCTV Systems and upgrade or installation of new equipment for these systems. The annual remedials requirement will be apportioned across each Lot with an estimated value of £650k per annum (£325k per lot inc. VAT). Though Aster will seek to apportion the works evenly, this amount may fluctuate and is not guaranteed. Aster also reserves the right to seek alternative quotes or to appoint other suppliers for any of the Services Aster deem necessary.

Aster holds its stock data electronically against Unique Property Reference Numbers (UPRNs). These include rented and leasehold properties (homes) but also other stock, such as garages, blocks, roads etc.

All works orders, certificates, approvals and payments are managed through Aster's Contractor Portal (ROCC) managements systems. This requires dedicated resources to manage on the contractor's side which must be taken into account within the pricing. Support and training will be provided by Aster throughout the contract duration. Details of ROCC requirements can be found in Appendix D.

The numbers of UPRNs provided per lot are accurate at the point this tender is issued. Changes may occur prior to contract commencement and during the contract terms, due to disposals (stock rationalisation) removing UPRNs and as a result of the development of new properties (adding UPRNs). As such it is anticipated that volumes of work within lots may fluctuate throughout the duration of the contract term. All changes to lot asset register will be made by Aster as and when it feels they need to be made. Bidders are asked to bear this in mind when considering their proposals. A full asset register is provided in **Section 4** of this document.

The initial remit of servicing under these contract agreements will be restricted to servicing elements for the asset register as provided in this document. Aster retains the right to add/remove sites from the asset register as required throughout the life of the Contract.

Aster's aim is to have works delivered through a simple and clear contract and cost model. Aster wants to develop dynamic contract relationships, where contractors work proactively with Aster to drive the quality of service up, and deliver cost efficient outcomes.

The commercial (contract payment) model is based upon a fixed services cost with supplementary use of a Schedule of Rates and dayworks for additional works, when required. The Contractor shall be permitted to undertake remedial works to correct non-functioning equipment up to financial limit of £250 (exc. VAT) at the time of service or at time of first repair call out. Any works above this limit must be quoted and approved by Aster. This limit may be amended at Aster's discretion during the course of the contract.

Aster has deliberately chosen not to include distinctions between makes and models of equipment, or sizes of installations or facilities. It is expected that one generic cost for servicing be applied across all items, in accordance with those listed in **Appendix B – Pricing Model**. The Asset register listed in **Section 4** of this document also contains additional information regarding each location. Aster has sought to ensure that the stock and work profiles are clear and accurate in the Tender, to enable all work to be priced accurately.

Annual pricing reviews form part of this proposal and are set at no higher than September CPI values. Further information regarding this can be found in **Appendix B – Pricing Model**.

The 1-year extension clauses will be exercised solely at the discretion of Aster Group, and any offers to extend will be done so under the pre-existing conditions of these contracts.

2. Aster's Service Requirements

Aster have named this procurement project Door Entry, Automatic Opening Equipment, and CCTV servicing, maintenance and installation. The contracts being procured have been divided into East and West regional lots.

Lots will provide required servicing and remedial works, repairs, installations and upgrades as required.

2.1.1. Servicing & Maintenance (PPM's)

The following services will be required:

Service	Frequency
Automatic door servicing	6 monthly
Automatic gate servicing	6 monthly
Roller shutter servicing	6 monthly
CCTV servicing	Annual
Folding wall servicing	Annual
Automatic vehicle barrier	6 monthly

2.1.2. Remedial Works, Repairs, Upgrades and Installations

The follow will be required:

- Repair, remediation and replacement of equipment related to door entry/intercom systems, CCTV systems and automatic opening equipment.
- Other ad hoc works which will be charged under day-work rates or SOR.
- An out of hours and emergency repair service for door entry systems, CCTV systems and automatic opening equipment.
- Design & specification, installation, commissioning of new or replacement automatic doors, door entry/ intercom systems and CCTV systems. as determined by pre-agreed quotation, scope, and requirement.
- Remediation/alteration of all associated building works and electrical systems.

Technical specifications for all services found in **Section 3** of this document.

2.1.3. Delivery Profiles

The contract requirement for Door Entry, Automatic Doors and CCTV servicing, maintenance and installation has been divided into the following two lots.

Lot Number	Service Provision	Region
1	Door Entry Systems, Automatic Opening Equipment and CCTV Servicing, Maintenance and Installation	East (London, Hampshire and Wiltshire)

2	Door Entry Systems, Automatic Opening Equipment and CCTV Servicing, Maintenance and Installation	West (Dorset, Somerset, Devon and Cornwall)
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Bidders are asked to thoroughly review the requirements for each lot before submitting their bids.

2.1.4. Servicing & Maintenance (PPM's)

Bidders are asked to provide within their proposals, methodology for carrying out the requirements set out in this document. Bidders will need to consider the requirements of each fully, before submitting their returns.

An asset register will be issued by Aster at contract launch stage along with contact information and access arrangements specific to each site and asset.

The desirable outcome for all service visits is that a satisfactory worksheet is issued following a single visit.

All servicing works are to be delivered against time thresholds as specified within this document which will form part of the KPI suite of these contracts.

All works & services to be carried out against the specifications listed in **Section 3** of this document. Deviation from these specifications is strictly prohibited unless written consent is given by the Aster Contracts Manager.

Service visits will be raised by Aster and sent through to suppliers via its contractor portal.

Each service visit will be assigned a job number and delivery priority based on month, with final certification due no later than the 28th. Servicing paperwork should be loaded via the contractor portal.

The priority on each job will determine the delivery KPI.

Servicing delivery KPI's will be measured monthly.

2.1.5. Remedial Works, Repairs, Upgrades and Installations

Remedial works are identified either through the servicing activities within lots 1 and 2, or through other means as identified and specified by Aster. Faults will also be reported via Aster's contact centre by both site staff and Aster's customers. All repair works are to be delivered against time thresholds as specified within this document which will form part of the KPI suite of these contracts.

- Repair visits will be raised by Aster and sent through to suppliers via its contractor portal. If the job is an emergency, Aster will also make a phone call to alert the supplier to the job.
- Each repair job will be assigned a job number and delivery priority based on its urgency (**See Table 2**).
- The priority on each job will determine the delivery KPI.
- Repair/ remediation delivery KPI's will be measured monthly.
- Large scale project work will be managed independently of the contract KPI's to pre-determined contract deliverable, bespoke to each project.
- All efforts should be made to combine visits to reduce environmental and financial impact.

Contractors shall be responsible for visiting the site(s) to take all their own measurements, site surveys, necessary particulars and shall make arrangements with the Customer for gaining access to the relevant areas. Any major quoted works over £1000 (exc. VAT) in value will require at a minimum a site visit and survey. Aster may determine from time to time that quoted works under £1000 (exc. VAT) will also require a site visit and survey and will inform the Contractor of this when raising the job.

The Contractor shall have the means to comply with delivery KPIs bearing in mind that the equipment within the premises will be of a differing manufacture. The Contractor's operative(s) shall carry a range of tools, suitable access equipment, equipment access keys, calibrated test instruments and any other necessary equipment to perform this function satisfactorily. The Contractor shall have access to the relevant supply chain to source all required parts and directly arrange manufacturer visits on behalf of Aster if required.

2.1.6. Further Considerations

Remedials from service visits will be listed on a separate job sheet, under a new job number. It must be implicitly stated that corrective works have taken place and that all faults have been rectified, and if any outstanding work remains.

Travel costs to and from sites should be taken into account in all of the pricing schedules, as the requirement for the contract is to have suitable resource who can cover the geographical areas. Travel costs include vehicles, operative time and all costs that are associated with transport.

NOTE – Aster is continually revising their ways of working so as to provide a more efficient and streamlined service for its customers. Aster may require improved quality, or more advanced services, due to legislative changes e.g., Building Safety Act Regulations etc. and any regulation that may be updates. Any amendments will be discussed through the regular contract meetings and agreed through the contract management processes.

The Contractor will be required to manage CCTV systems as part of this contract and as a result the Contractor will have access to CCTV footage of Aster's sites. The Contractor will be expected to adhere strictly to Aster's Data Protection, Privacy and Confidentiality Policy for the length of the contract and provide robust security assurances. Any requests to provide CCTV footage will be made via Aster's nominated contacts for this contract and no footage should be provided without first receiving their permission. The contractor will also be expected to provide evidence on an ongoing basis of their data protection policies and procedures.

The Contractor is expected to exercise politeness, confidentiality and discretion during the course of the maintenance work. Results of the service may only be divulged to Aster's representative and other persons nominated by Aster.

The Contractor must ensure that all employees working for the Contractor and any persons servicing the Contractor behave in a responsible and respectful manner at all times. This includes the wearing of suitable, respectable clothing and identity passes.

2.1.7. Access arrangements (all lots)

Location of specific equipment can vary depending on sites and could be located in either a dwelling or communal area.

Specific details regarding access codes and passwords to communal facilities will be periodically issued by Aster through secure means.

Visits to single dwellings will remain the responsibility of the service provider to arrange within the scope of their own scheduling capability, using details supplied by Aster at the beginning of this contract.

All available contact details, key codes and key requirements will be available on the ROCC system. Aster's teams are also available for any issues which may arise.

Access attempt procedure is as follows:

- Bookings must be made in advance of the due date, giving ample time for resolution if contact with the customer or site staff cannot be made ensuring compliance with the due date.
- For major works that require access to multiple flats, an appointment date for the work should be agreed with Aster and should not be less than 2 weeks from the day notice is given to allow time to communicate to residents.
- Contact attempts to be made on three separate occasions to organise access arrangements. The contact attempts must include at least 1 in person visit to the site, leaving a calling card.
- Details of the contact (dates, times & relevant numbers or e-mail addresses) to be evidenced via the Contractor Portal.
- If after three occasions still no date has been booked, these cases should be flagged as 'No Contact' and escalated back to Aster Group for resolution.
- Once Aster Group has resolved the issues, the updates will be communicated via the Contractor Portal.
- If the Service Provider reports a 'No Access' after attending site, they must call the contact details provided whilst on site and take a photograph of the entrance/front door.
- If the Service Provider has had 2 'No Access' visits with associated failed contact attempts, these cases should be flagged and escalated back to Aster Group for resolution.
- Once Aster Group has resolved the issues, the updates will be communicated via the Contractor Portal.

Cancellation fees will not apply for any visits carried out as part of the above access attempt procedure, including up to 2 no accesses on site.

Normal Daytime Hours are defined as: - 8am to 5pm Monday to Friday excluding Statutory and Bank Holidays. Please note there will be no additional costs applicable to Aster outside of normal working hours for servicing, as some customers may require working outside the normal daytime hours.

All employees and persons servicing the Contractor shall, at the Contractor's expense, be provided with identification passes which meet the minimum acceptable standards of Aster Group. The passes shall contain a current photograph of the recipient together with his/her name, also the name of the company by which they are employed. The passes should be encapsulated for protection and be available for inspection by premises staff or customers at any time while the operative is on site.

The Contractor is to supply all suitable access equipment required to gain safe access to all equipment. The Contractor shall supply all access equipment, including ladders, platforms, MEWPs and mobile units etc., to gain access to all plant & equipment at the properties listed at **Section 4** of this document. The Contractor shall ensure that their operatives are fully trained and competent to use the access equipment required and utilised to safely access areas required.

2.1.8. Contractor Competency

Contractors are asked to rely on their own technical expertise to make dynamic assessments of site conditions and arrangements. In instances where prospective contractors feel that the service specifications contained within this document are unsuitable, individual variations to spec must be agreed in writing prior to any work being carried out.

Aster will request an engineer training matrix which will need to detail all operatives that may work on the contract. This will need to be maintained by the service provider and when updated, revised copies sent to the service manager. This will also include when any new operative is added. Aster reserves the right to question the competency of an operative working on the contract and if not satisfied that they are competent to carry out the works set out as part of this contract, reserve the right to request that they are not to attend Aster sites.

The Contractor shall provide supervisory staff to regularly monitor the performance and quality of the work of its operative(s).

2.1.9. Door Entry, Automatic Doors and CCTV Servicing, Maintenance and Installation– Minimum Standards

All personnel carrying out work to satisfy the requirements in this contract must be deemed qualified, competent, and approved to do so. All personnel must be deemed qualified and competent to carry out work they are assigned under these contracts. Where contractors sub-let elements of the work; they (the contractor) must ensure their sub-contractor meets the minimum standards.

Personnel will need to be appropriately qualified and demonstrate competency in the below requirements:

- Health & Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulation 2002
- Control of Asbestos Regulations 2012
- Relevant British Standards which include:
 - o BS EN 16005 Power operated pedestrian door sets – Safety in use – Requirements and test methods.
 - o BS EN 13241 the Product Standard for powered doors and gates (and most relevant to the CPR.)
 - o BS EN 12604 & BS EN 12605 on mechanical requirements and tests.
 - o BS EN 12453 & BS EN 12445 on requirements and test for powered gates.
 - o BS EN 12635 on installation and use.
 - o BS EN 12978 on safety devices for power operated doors and gates.
 - o BS EN 60335-2-103 on drives for household and similar gates.
 - o BS EN 60335-2-95 on drives for residential vertically moving garage doors.
 - o BS7571 & BS7671 Requirements for Electrical Installations.
 - o BS 7958 Closed circuit television (CCTV). Management and operation, Code of practice.
 - o Any other relevant standards.

All bidding contracts must be able to demonstrate that all of their work (whether carried out directly or via a subcontractor) is completed in line with:

- Industry standards for electrical works (e.g. BS7571, BS7671 and IEE wiring regulations (or EU equivalent)).
- Industry best practice standards for automatic opening equipment servicing.

All bidding contracts must hold accreditation with the with the Automatic Door Suppliers Association (ADSA), the DHF trade association, an alternative competent person scheme or be able to demonstrate competency with the above listed Acts, regulations and British Standards.

2.1.10. Key Performance Indicators (KPI's)

Aster monitors the performance of contract quality and delivery through a series of KPI measures. Aster requires all Service Providers to achieve KPI targets as detailed in **Table 1**.

These KPIs are specific to this contract and will be utilised when Aster is determining whether contractors need to be supported through challenging events that may disrupt Service Level Agreements (SLA's).

Methodology

- KPI measures are to be submitted by the successful bidder to the Aster contracts manager monthly.
- Monthly submissions will be made no later than the 10th day of every month.
- Aster will validate all submitted KPI's to data held within its own systems.
- KPI's will form a dedicated discussion point in all contract meetings.
- Customer Satisfaction will be measured under Aster's direction and instruction.

Contract Meetings will be used as a key forum for managing performance and monitoring KPIs and will be held monthly on a pre-planned date. The Service Provider will be expected to provide representation at each meeting. Aster will require supplementary meetings to review the volume and progress of current jobs which will be held weekly.

Failure to achieve KPI Targets

- Any Service Provider that fails to meet any of the desired KPI targets will be asked to provide a rationale for the delivery failure. Aster will then host a review meeting detailing the areas against which improvements are required.
- Suppliers are required to meet to a format and frequency as deemed appropriate by Aster's contract manager to discuss performance related issues.
- Following these meetings, the supplier will enter into an improvement plan that has been jointly developed and agreed upon.
- KPI's are applicable to all aspects of this requirement and will be used to gauge performance against targets for all works that fall within the service specification and scope of this tender irrespective of whether they have been delivered by the Bidder's primary, or sub-contracted resource.

Table 1

KPI	Method	Target
Cyclical Works (Servicing Jobs)	Record the number of planned visits achieved in the period against the number of visits that were due to be completed in the period on a monthly basis.	98%
Response Jobs	Record the number of jobs attended within the given response time against each job priority on a monthly basis.	98%
Planned Jobs/ Quoted Works	Record the number of jobs completed within the given response time against each job priority on a monthly basis.	98%

KPI	Method	Target
Missed appointments (Contractor at fault)	Measured by exception: Contractor will automatically achieve 100% unless identified by the client.	100%
Client/resident satisfaction (Overall Service)	Measured by exception: Contractor will require 90% satisfaction for their, or Asters, customer satisfaction surveys.	90%
Invoice Correctness – On completion of works or services for the period following application submitted, processed, returned with P.O. and receipt of invoice. The client is to provide a score to indicate how satisfied they are with the invoicing provided by the contractor on the basis of a percentage score.	Measured by exception: Contractor will automatically achieve 100% unless highlighted by the client	100%
Safety & Quality – Record failure via 2 reportable figures. 1 – Technical Competency 2 – Working Practices	Measured by exception: Contractor will receive 100% unless the client is either notified of an incident or identifies one as part of its own QA function.	100%

Table 2

Job Priorities.			
Response Level	Name	KPI Classification	Timescale
Level 1 E	Critical	E	4 Hours
Level 1	Emergency		24 hours
Level 2	Urgent	U	5 working days
level 3	Routine	R	20 working days
level 4	Planned	PPRO	As per planned completion date
level 5	Cyclical	CYCL	As per planned service or inspection visit due date
Job Priority Descriptions.			
Level 1 E	<p>Critical Repair Any defect or situation that has the potential to endanger life or limb, cause major damage to the dwelling or affect a large number of tenants.</p>		
Level 1	<p>Emergency Repair Any defect that puts the health, safety or security of the tenant or third party at immediate risk or adversely affects the structure of the property. Normally a single dwelling.</p>		
Level 2	<p>Urgent Repair Any defect that causes some minor inconvenience to the health, safety or security of the tenant or third party.</p>		
level 3	<p>Routine Repair Any defect that can be deferred without serious discomfort, inconvenience or nuisance to the tenant or a third party.</p>		
level 4	<p>Planned Repair Any defect typically larger in nature & has resulted from general deterioration, normally external to the property.</p>		
level 5	<p>Cyclical Pre-planned maintenance activity.</p>		

3. Descriptions and Summaries of Lots

Set out in the following sections are summaries of the for each lot. Bidders should concentrate on the information relevant to the lot(s) for which they have been invited to Tender.

More detailed information regarding the assets within each lot can be found in **Section 4** of this document.

3.1.1. Lot 1 - Aster East

Total Number of Sites are 369 with the following attribute split:

Description	Hampshire	London	Wiltshire	Grand Total
CCTV Systems	11	23	25	59
Automatic Doors	147	65	27	239
Automatic Gates	5	5	2	12
Roller Shutters	31	0	0	31
Folding Wall	0	0	0	0
Automatic Vehicle Barrier	1	4	0	5
Door Entry Systems	152	41	153	346
Grand Total	347	138	207	692

3.1.2. Lot 2 - Aster West

Total Number of Sites are 350 with the following attribute split:

Description	Devon & Cornwall	Dorset	Somerset	Grand Total
CCTV Systems	21	31	13	65
Automatic Doors	50	122	25	197
Automatic Gates	5	2	2	9
Roller Shutters	0	4	0	4
Folding Wall	1	0	0	1
Automatic Vehicle Barrier	0	0	0	0
Door Entry Systems	33	210	81	324
Grand Total	110	369	121	600

3.1.3. Remedial works and Repairs

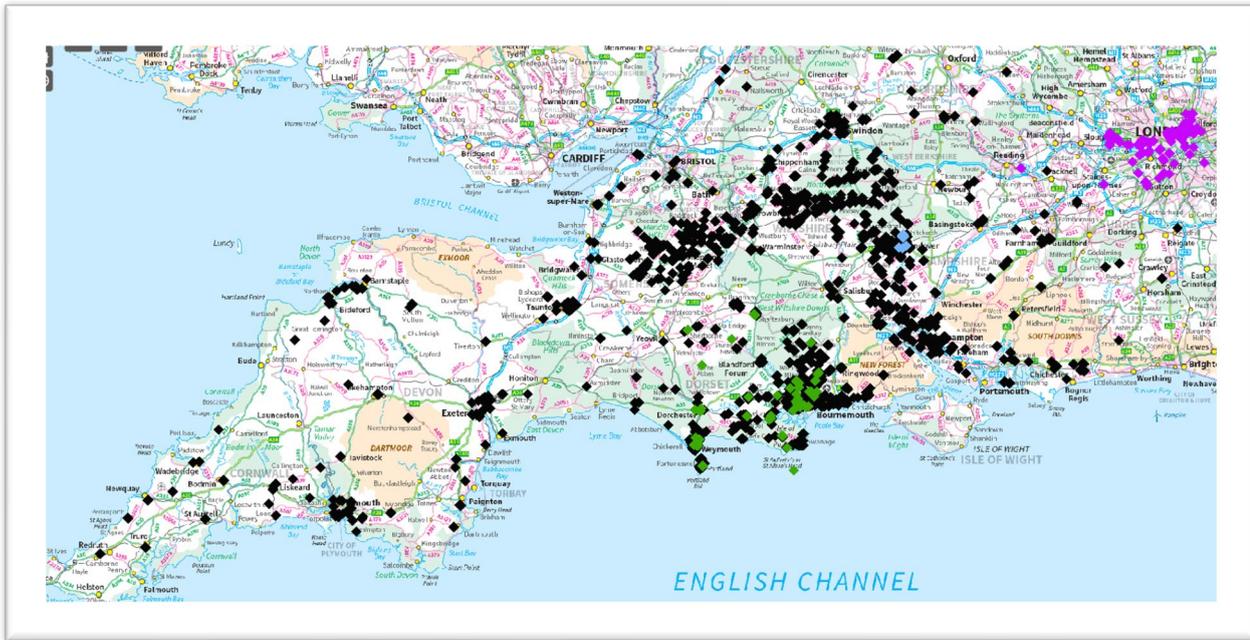
The winning contractor will be required to cover remedial works across their allocated region but may also be engaged to cover requirements in all lots as Aster deem necessary. Bidders should take that into account as part of their pricing submission.

Works are Ad Hoc and based on PPM findings and reported repairs with the value of remedial works being approximately £325k (inc. VAT) per lotted region, per annum. Aster intends to distribute the remedial works equally between the winning contractors but this subject to available resource and is entirely at Aster's discretion.

4. Property Location and Geography

Aster's portfolio is located across the South of England, spanning a geographical area stretching from Cornwall to Hampshire. For the purposes of this requirement, Aster have chosen to split the geographical span to form separate lots.

The map below illustrates the scope of Aster's property assets.



5. Asbestos

All contractors, and their operatives, are required to hold UKATA (or equivalent) asbestos awareness, as a minimum.

All known asbestos installations identified are detailed on the contractor portal.

Contractors must have their asbestos procedures up to date and available for review at all times.

Non-licenced work with asbestos must be co-ordinated with the Aster Contract Manager.

Any pricing for works that require non-licenced work must be included within their submitted costs and only carried out with written prior approval from Aster.

Any Licenced asbestos work is to be referred to the Aster prior to any work taking place.

Aster is unable to provide information regarding the volume of non-licenced work as this is usually identified as part of dynamic risk assessments carried out by operatives.

SECTION 2 – ICT, Completions & Payments

6. ICT

All job management will be run through Aster's supplier portal.

Strict adherence to pre-determined formats is essential for document management, and compliance monitoring at Aster.

Failure to adhere to these will result in a delay in payment as correct certificate submission constitutes an essential component of delivery. Properties will not be signed off as complete until satisfactory QA of all certifications has been verified following submission to Aster.

6.1.1. Aster's Contractor Portal Usage

The following is an overview of the expectation of service providers use of Asters Portal the timeframes outlined below must always be adhered to. The necessary administration provision must be allowed for within the service providers tender return.

- To accept and reject jobs within 8 working hours of receipt on the portal. All rejections require a call being made to the servicing team and mandatory notes as to why this work will not be completed by the contractor.
- Once accepted works are to be scheduled and appointment details added to the job by updating the visit date.
- When work cannot be completed on the first visit, to ensure that all parties know of the reason the works were not completed, by selecting the relevant reason and attaching a work sheet. All second visits will be sent back to the contractor with a count reference (using same job number but referencing DA005634/2). These should be accepted within 8 working hours and scheduled in again as per previous point.
- The completion of jobs can only be back dated up to 10 days prior to the accepted date so contractors must stay on top of the jobs they are managing via the portal. The portal will send daily notifications for open jobs in the portal to assist with this management. Please ensure you provide Aster with a relevant email address for this distribution email.
- A worksheet must be attached to every job completion (within 2 working days of the onsite visit being made) including the first visit where the job is being returned advising a second visit is required. If this document is disputed, it will be returned to the contractor in the portal with a disputed status advising the reason for the dispute. This must be dealt with within 2 working days by attaching the correct file with accurate details included. Notes of what the contractor has changed must be included.
- Invoices can be viewed within the portal with status of received, reconciled and paid. If there are any queries within this section of the portal, all contact must be via the Asset Management & Maintenance (AM&M) purchase ledger team.
- Invoices, quotes, worksheets, certificates and photos can all be added to the job at any point throughout its life cycle. Notes must always be added to let Aster employees know it's there.
- Job management is a crucial part of the service providers role, so Aster insists that notes are added throughout the job life cycle to ensure all parties are aware of the current situation with each issued job.
- All jobs should go through three main stages; accept or reject, schedule, complete. Timeframes for these are as follows:

- Accept or reject - 8 working hours.
- Schedule - within 8 working hours after acceptance.
Please note if not able to schedule, notes or reasons can be applied to communicate delays.
- Complete - Within 2 working days of the job/visit being completed.
All completions/visit completions require a worksheet. Notes should be used to communicate delays.

6.1.2. Completions

The order will be paid for under an inclusive price per service cost model. Remedial action work will be paid for under a Schedule of Rates (SOR) which is included in the pricing model of this tender.

Prospective contractors will be issued their lot in full, following confirmation of award, prior to the contract launch meeting.

Contractors are required to submit electronic copies of certification along with a valuation for works contained therein. All valuations & certification submission must be deemed compliant before being considered for processing and payment by Aster Group.

6.1.3. Application for Payment

The service provider following completion of works will submit a monthly application for payment to the Service Manager for review, any non-completed works or costs against jobs outside of the agreed values will be disputed. The reviewed application will be returned highlighting all approved jobs and any disputed with an explanation. Together with the application being returned a consolidated PO will be issued to enable the service provider to submit a consolidated invoice against the agreed value detailed within the PO for all approved jobs. Any jobs disputed will need to be re-submitted on the next application providing the disputed reason has been addressed and corrected. Any invoices submitted outside of this process or submitted with a value exceeding that detailed on the PO will not be paid. Monthly submissions must be made no later than the 10th day of every month and should include all jobs completed in the previous month.

PLEASE NOTE- Aster reserves the right to request for a full breakdown of costs submitted including evidence of hours spent on site and visibility of any material invoices from the service providers supplier.

SECTION 3 - Technical Specifications

7. Servicing Intervals

All lots serve to support Aster's servicing obligations for automatic opening equipment and CCTV systems. Contained within lots 1 & 2 are schedules for items to be serviced.

The servicing of each item differs, and each is locked into the servicing cycles identified in Section 1.

All supplementary equipment must be serviced in-line with manufacturer's instructions and meet the minimum requirements as set out in the relevant British Standards.

The remedial function will be required because of servicing activities carried out to schedules in lots 1 & 2.

An inspection schedule will be provided by Aster upon contract award. These schedules will include,

- The asset reference.
- The asset type.
- The scheme/property address/postcode and contact details.
- Property UPRN
- The Job Number

Where urgent remedial works have been identified these will be brought to the attention of Aster on the day of the examination. Aster will then advise on a suitable approach so remedial works can be dealt with immediately.

Subsequent non-essential repairs will fall into the remedial requirements and be raised as separate jobs to be issued against priority timescales as determined by Aster.

Defects that are classed as 'immediately dangerous' must be notified to the Aster Contracts Management Team so that the HSE can be notified under RIDDOR.

It is understood that some equipment types are of such a specialist nature that it will be necessary to sub-contract works and services to sub-contractors. It remains the responsibility of the successful bidder to ensure that delivery of these works is to a quality standard reflective of this service specification and that priority timescales are still upheld.

8. Servicing Technical Specifications

8.1.1. Automatic Doors/ Door Openers

The following should be carried out:

- Check repair history of the doors since the last maintenance service.
- Ensure installation is secure and all components securely fixed and safe.
- Check all nuts, bolts and screws on the tracks, as well as the automatic opener and the door itself to make sure everything is tightened securely.
- Inspect motor/gearbox and return pulley for condition and alignment.
- Inspect belt for wear.
- Ensure belt is securely mounted and all components are clear.
- All the hinge pins should be oiled, and all the nuts and bolts retightened.
- Examine all gearboxes drives, hydraulic unit, pump and linkages.
- Clean all tracks and grease the rollers. Ensure a thick grease is used that can accommodate temperature changes well.
- Visually check carriage wheels and track, ensure doors move freely with minimum friction.
- Check condition of floor guide.
- Replace rollers that don't operate smoothly.
- Clean adjust and lubricate gearboxes.
- Check activation and safety devices, clean lenses on sensors and weather covers.
- All manufacturers service recommendations are to be completed and recorded.
- Ensure correct adjustment of guides and pivots, adjust where necessary.
- Check condition of finger guard.
- Check design characteristics don't pose a risk to the buildings intended users.
- Examine flexible cables for wear, fraying braid and brittle insulation.
- Examine connections. Tighten all terminals as required.
- Visually inspect processor and/or connection board and are correctly earthed.
- Check all controllers.
- Check battery pack and programming switch.
- Adjust delay and hold open times as necessary to ensure safe working order.
- Clean and adjust micro switches, cams door drive units where necessary.
- Generally clean door/frame and manual switches and check for correct working order. All as per BS7671 including any amendments.

- Note any non-conformities as required.
- If any safety devices fail to comply with the necessary standards the equipment should immediately be isolated out of service and the situation drawn immediately to Aster's attention via telephone and followed up by email.
- If the equipment is defective, please place an out of service sign on the equipment which is to include a message this has been reported to Aster.

8.1.2. Automatic Gates

The following should be carried out:

- All manufacturers service recommendations are to be completed and recorded.
- Check design characteristics don't pose a risk to the buildings intended users.
- Check repair history of the Gates/Barriers since the last maintenance service.
- Ensure installation is secure and all components securely fixed and safe.
- Check gate structure for damage and integrity of anti-corrosive finishes, cracks & weld failures.
- Clean paints where rusted.
- Check general condition and operation of the gate.
- Bearings, check & lubricate.
- Check level and plumb structures throughout the movement.
- Check and tighten hold down bolts.
- Visual check of drive units for oil leaks.
- Check operation of the drive unit.
- Inspect drive for wear and lubricate in accordance with manufacturers recommendations.
- Check presence and security of travel stops.
- Check operation and proximity of switches.
- Check wear and tensioning of drive chain.
- Check manual operation.
- Check the manual release and free movement of leaves throughout the movement.
- Examine flexible cables for wear, fraying braid and brittle insulation.
- Examine connections. Tighten all terminals as required.
- Test insulation resistance.
- Check all controllers.
- Check battery pack and programming switch.
- Adjust delay and hold open times as necessary to ensure safe working order.
- Clean and adjust micro switches, cams door drive units where necessary.
- Induction Loop, check operation.
- Intercom (if fitted) check operation & interface.
- Complete the Authorised Technicians Service Report, ensuring all results obtained comply with all current standards and manufacturers requirements as applicable.
- Visual inspection of safety devices (safe edges & photo beams etc.)
- Complete operational test, including force testing in line with machinery directive.
- Check that you can start and stop the gate/barrier at will and then complete the following:
 - Functional check of travel limit settings
 - Visual & audible check of warning lamps & sounders
 - Functional check of photo beams
 - Functional check of safe edges
 - Check function & smooth running of drive units.
 - Test force limitation with a force tester.
 - Test light curtains with a test piece.
 - Record all test results.

- If any safety devices fail to comply with the necessary standards the equipment should immediately be isolated out of service and the situation drawn immediately to the Aster's attention via telephone and followed up by email.
- If the equipment is defective, please place an out of service sign on the equipment which is to include a message this has been reported to Aster.

8.1.3. Automatic Vehicle Barriers

The following should be carried out:

- All manufacturers service recommendations are to be completed and recorded.
- Check design characteristics don't pose a risk to the buildings intended users.
- Check repair history of the Gates/Barriers since the last maintenance service.
- Ensure installation is secure and all components securely fixed and safe.
- Barriers check vertical & horizontal positions.
- Limit switches, inspect condition and adjust if required.
- Safety switch, check operation.
- Barrier operation, check condition of button system.
- Check operation of card reader and/or magnetic operator.
- Check presence and security of travel stops.
- Drive motor & brushes, check correct operation.
- Mechanical items, oil levels, mechanical parts & tension.
- Check top & bottom limits.
- Check the manual release and free movement of leaves throughout the movement.
- Examine flexible cables for wear, fraying braid and brittle insulation.
- Examine connections. Tighten all terminals as required.
- Test insulation resistance.
- Check all controllers.
- Check battery pack and programming switch.
- Adjust delay and hold open times as necessary to ensure safe working order.
- Clean and adjust micro switches, cams door drive units where necessary.
- Induction Loop, check operation.
- Intercom (if fitted) check operation & interface.
- Visual inspection of safety devices (safe edges & photo beams etc.)
- Complete operational test, including force testing in line with machinery directive.
- Check that you can start and stop the gate/barrier at will and the complete the following.
 - Functional check of travel limit settings
 - Visual & audible check of warning lamps & sounders
 - Functional check of photo beams
 - Functional check of safe edges
 - Check function & smooth running of drive units.
 - Test force limitation with a force tester.
 - Test light curtains with a test piece.
 - Record all test results.
- If any safety devices fail to comply with the necessary standards the equipment should immediately be isolated out of service and the situation drawn immediately to the Aster's attention via telephone and followed up by email.
- If the equipment is defective, please place an out of service sign on the equipment which is to include a message this has been reported to Aster.

8.1.4. Power Operated Roller Shutters

The following should be carried out:

- Check repair history of the shutters since the last maintenance service.

- Check design characteristics don't pose a risk to the buildings intended users.
- Ensure installation is secure and all components securely fixed and safe.
- Close the Door/Shutter/Grille and check condition of the visible Curtain/Door/Grille/Frame/Tracks and all visible fixings and components.
- Apply appropriate lubricant to accessible moving parts of the door including gearing and pivot assemblies.
- Apply appropriate lubricant to accessible moving parts of the door including gearing and pivot assemblies.
- Check alignment of door/shutter to ensure smooth operation and ease of locking.
- Check all locks and clean out lock sockets.
- Check and adjust limit switches.
- Check any rubber seals, draught excluders, glazing beads and door joints.
- Check door stops and tighten/adjust as necessary.
- Check Guides, Fixings and stability (grease if appropriate.)
- Clean dirt and debris from bottom of Channel Guides and tracks.
- Check performance of spring tension and the balance of the door.
- Check condition of suspension cables.
- Check condition of winches, drive chains, pulley and gears (if accessible.)
- Check manual override.
- Check manual haul chain for correct operation and condition of chain.
- Check level of gearbox oil and top up, if necessary, to Manufacturers Spec.
- Check Lathe and end locks.
- All manufacturers service recommendations are to be completed and recorded.
- Examine flexible cables for wear, fraying braid and brittle insulation.
- Examine connections. Tighten all terminals as required.
- Test insulation resistance.
- Check all controllers.
- Check battery back-up and other fail-safe devices for correct operation.
- Adjust delay and hold open times as necessary to ensure safe working order.
- Check safety and activation devices for correct operation and adjust as required.
- If any safety devices fail to comply with the necessary standards the equipment should immediately be isolated out of service and the situation drawn immediately to the Aster's attention via telephone and followed up by email.
- If the equipment is defective, please place an out of service sign on the equipment which is to include a message this has been reported to Aster.

8.1.5. Manual moveable walls/ folding walls

The following should be carried out:

- Check repair history of the walls since the last maintenance service.
- Check design characteristics don't pose a risk to the buildings intended users.
- Ensure installation is secure and all components securely fixed and safe.
- Check the track is secure and are clean and free of debris.
- Inspect the rollers for wear.
- Lubricate the track and roller system if necessary.
- Check all panels are correctly aligned with each other.
- Check all seals are fully operational.
- Check overall operation.
- All manufacturers service recommendations are to be completed and recorded.

8.1.6. CCTV systems

The following should be carried out:

- Check image sensors.
- Back focus to be set.
- Check all connections on cameras re sound (BNC's etc.)
- Clean lens Fixed Lens.
- Check focus on lenses.
- Auto iris/direct drive levels to be set as required Recording System.
- Check all cameras are recording on required schedules, picture quality is optimum and are recording the required areas only.
- Confirm any required privacy zones or covers are in place where required.
- Check and adjust time and date stamps.
- Check all recording schedules and set ups and ensure footage is stored for 30 days as per Aster's Surveillance Procedure.
- Check motion detection operation is at minimum level on required cameras.
- Check all connections are secure and sound.
- Ensure site management know how to copy/store camera images.
- Check all electrical mains connections are in good condition without signs of wear or fraying.
- Ensure low voltage power supply outputs are correct when full loaded.
- The presence of correct signage.
- Ensure provision of any deterrent cameras are in a condition to remain effective.

8.1.7. Servicing Reports

The Contractor shall submit electronically within 2 days of the service a PDF report via the ROCC Contract Portal. For automatic opening equipment, there should be 1 report per asset. For CCTV system, 1 report for each system is required.

The service report should conform with the relevant standard and include:

- Contractor name and address.
- Site name/Aster job number.
- Technician's attendance time/date.
- Technician's time spent on site.
- Engineer's name.
- Location of equipment.
- Type of service carried out.
- Make/Model and type of equipment.
- Detail of works completed, together with summary if system has been returned to working order/additional recommendations.
- Details of any defects and recommended actions.
- Confirmation the equipment is safe to be left in use.
- Confirmation engineer has carried out dynamic risk assessment and confirmation it is safe to proceed.
- Engineer signature.
- Client signature (if available.)

Please note: No handwritten reports will be accepted.

The template servicing report will be reviewed and agreed by Aster and the Service Provider prior to contract commencement.

9. Remedial Work & Repair Technical Specifications

The Contractor will be required to carry out remedial work and repairs to all elements of the systems which will be of varying manufacture.

Repair and remedial work to door entry systems could include work the following elements:

- All electronic access components on properties.
- Dwelling handsets included all accessories installed.
- Extension sounders.
- All cables and distribution associated with the access systems including the mains supply from the isolator.
- Power supplies
- Lock release/mechanical locks.
- Pac readers and Pac control units/or systems.
- Tradesmen's facilities or time clocks.
- Video camera integral to panels.
- Lift fob readers.
- Electronically operated locks or lock keeps.
- Time switch for a tradesman's facility
- Any other elements required by Aster.

Repair and remedial work to CCTV systems could include work the following elements:

- Cameras including deterrent units.
- Recording equipment.
- Links and remote links to monitoring systems.
- Signage.
- Cable management.
- Updating of the asset register and equipment details.
- Monitors.
- Cabinets.
- Any other elements required by Aster.

Repair and remedial work to Automatic Opening Equipment could include work the following elements:

- Electronic components and cabling on existing operators.
- Configuration settings.
- Sensors.
- Drive arms.
- Motors.
- Pulleys.
- Belts.
- Controllers/control panels.
- Photocells.
- Safety edges.
- Shutter curtains and laths.
- Guide rails.
- Any fobs/remotes/buttons used to operate door.
- Safety equipment, including fingerguards.
- Signage.
- Power supplies.

Any items found to be defective shall be replaced like for like with a similar product from the same manufacturer or an alternative manufacturer with prior agreement from Aster. Where original manufacturers products are no longer available equivalent parts may be used on prior agreement with Aster.

Aster are to be notified should any of the below situations arise, but this should not delay works proceeding:

- Any repairs caused as a result by vandalism, storm damage or wilful neglect by a third party.
- Obsolete or end of life equipment (as determined by Aster.)

9.1.1. Repairs at Time of Service & At First Repair Attendance

The Contractor shall be permitted to undertake remedial works to correct non-functioning equipment up to financial limit of £250 (exc. VAT) at the time of service or at time of first repair call out. This figure may be amended at Aster's discretion. Repairs beyond this threshold will need to be subject to Aster approval. Any request for payment for repair works undertaken exceeding the threshold will be rejected and excess spend will not be paid.

Please note if there is an immediate danger/threat to life present and works to make safe would exceed the working spend limit no pre-approval will be required and Aster will accept costs retrospectively. Please ensure that Aster is made aware at the earliest opportunity.

If repairs are undertaken at the time of the service a retrospective repair job will need to be requested and completed within Aster's Contractor Portal detailing works completed. This retrospective repair job will also need to be quoted when applying for the additional payment.

9.1.2. Spare Parts and Renewals

The Contractor shall use only genuine manufacturer's spares, except where otherwise directed, with all removed equipment, to be taken from site and correctly disposed of at the contractor's expense in line with relevant legislation.

Contractor's vehicles at the start of each day shall carry replacement parts to aid in the ability to complete a 1st time fix.

The Contractor shall only use new spares, except when otherwise directed. Reconditioned parts are not acceptable, with the exception of no longer obtainable parts.

Random checks of replaced parts may be carried out by Aster. The Contractor shall reimburse the Aster for any parts that have been changed and subsequently are found to be in non-working order.

Aster reserves the right to request copies of supplier's invoices to verify cost mark-up against trade price of materials used against the values stated in the Tender Response Document.

The Contractor shall ensure that they always source all materials at the most competitive rates currently available to ensure best value.

All replacement parts shall be on a like for like basis if still available. Where parts are no longer obtainable, replacements shall match the original performance and be approved by the original manufacturer of the equipment to ensure the original design remains compliant.

9.1.3. Quotations

For all repairs and remedial works over the £350 (exc. VAT) limit or for repairs and remedial works not completed at the time of service or first attendance, the Contractor shall submit an itemised quotation. A quotation request will be raised by Aster under the planned job priority and the timeframe for provision will be set by Aster's Contract Manager on a case-by-case basis.

The quotation must include a full breakdown of costs, showing individual costs for materials and labour, to enable the quotation to be evaluated fully.

Subject to approval Aster will issue the Contractor with an official instruction to proceed if deemed necessary, via the ROCC Contractor Portal. The job will be raised under the planned job priority with a timeframe for completion set by the Aster Contract Manager.

The Contractor shall use the agreed day rates when preparing quotations for equipment replacements/new installations to ensure best value to Aster and to enable procurement without seeking alternative quotations.

Notwithstanding the above, Aster reserves the right to seek alternative quotations to monitor the Contractors performance and competitiveness. Aster reserves the right to place orders with other suppliers for repair works if their quotations are deemed to offer preferential rates.

9.1.4. Call Outs and Emergency Repairs

The Contractor shall be required to provide a 24-hour 365 day per year emergency breakdown service. Answer phone services are not acceptable.

The Contractor shall be able to respond to instructions to attend a critical emergency breakdown by attending site within four hours from receipt of call from the Aster.

Breakdowns shall be given priority over planned service visits and must be completed within scheduled timeframe, unless otherwise agreed with Aster. Every attempt should be made to still attend rescheduled work within priority SLAs. Any residents subject to cancelled appointments should be called by the Service Provider to inform them and rearrange, and new appointments should be logged in ROCC.

For emergency breakdowns reported during normal working hours the Contractor will be issued verbally with an instruction followed by digital instruction via Aster's Contractor Portal. Routine Repairs will just be released via the portal without a call so the Contractor will be expected to regularly monitor the portal.

For breakdowns reported outside normal working hours the Contractor will be given verbal instruction and be issued written instruction the following working day via the portal.

The Contractor shall provide details for the out of normal hours breakdown service. Details which shall include names, contact numbers and escalation contact details shall be available at the commencement of the contract. These details shall be updated to reflect any revisions immediately following any such revisions. The Contractor shall also re-confirm the contact details prior to each annual extension of the Contract and prior to times of public holidays e.g. Easter, Christmas etc.

The Contractor shall report to Aster if they are unable to complete a repair and update the portal with the course of action, they are taking i.e. obtaining replacement parts. The Contractor shall also report to the client if any appointments need to be rearranged within 24 hours, for example, due to engineer sickness absence.

In the event of spares/parts not being available from stock or local suppliers the Contractor is to make arrangements for overnight delivery direct from the manufacturer to their agents.

Random checks of replaced parts may be carried out by the Aster. The Contractor shall reimburse the Client for any parts that have been changed and subsequently are found to be in working order.

10. Upgrade/ New Installation Technical Specifications

Aster reserves the right to seek competitive alternative quotations for all upgrade and new installation works. Aster reserves the right to place orders with other suppliers for this work if their quotations are deemed to offer preferential rates.

Where a new piece of equipment has been installed whether this is a direct replacement or a completely new install a separate risk assessment will need to be submitted alongside the service reports and servicing schedule whereby a technically competent person has completed a review of the suitability of the type of equipment and equipment settings based on the intended building users.

For all works that fall under the scope of Construction (i.e. outside of servicing and repairs), as defined under the CDM regulations, the Contractor shall ensure that a specific Construction Phase Health and Safety Plan (CPP) is available on site and reflects the safety arrangements relevant to that site. For example, protection of the public, exposure to asbestos, electricity and confined spaces, etc. See HSE site for further information.

Throughout the course of the contract, Aster may have preferred manufacturers, makes and models for new installations. Any current preference requirements will be passed to the Contractor before contract start.

11. Other Considerations

All sites shall be maintained as a clean area at all times free of any litter or debris. The Contractor shall ensure that all public areas and pathways are left clear and free of hazards at all times and leave the premises clean and tidy on completion of the work. The Contractor shall provide suitable first aid facilities on site. The Contractor shall ensure that all personnel are provided with, and instructed to wear, proprietary personal protective equipment (PPE) where and whenever there is a risk of injury, as deemed necessary by Risk assessment /Method Statement. The contractor shall at all times adopt the working practices as defined in the RAMS.

The Contractor shall carry out a detailed and recorded "Risk Assessment" and 'Method Statement' for the works and submit copies to Aster. All ad-hoc repair works must have at least a documented dynamic risk assessment confirming it's safe to proceed before carrying out any repairs.

Aster will always require a method statement for the following types of work:

- Demolition
- Steel erection
- Entry into confined spaces
- Handling and removal of asbestos (non-licensed work)
- Use of explosives (including cartridge tools)
- Roof works and other overhead works
- Contaminated sites or buildings
- Other high-risk activities may also require a Permit to Work

General Principle of Risk Assessment: The risk assessment shall identify what measures the Contractor needs to take to comply with the requirements and prohibitions imposed on them by or under the "relevant statutory provisions". This phrase covers the general duties in the Health and Safety at Work Act etc. 1974 and more specific duties in the various Acts and Regulations (including the Management of Health and Safety at Work Regulations) 1999 associated with Health and Safety at Work.

All works shall be carried out in strict accordance with the requirements of "The Work at Height Regulations 2005.

All chemicals to be used in the servicing and cleaning process to be advised to the Client complete with all your relevant COSHH Assessments and copy of the manufacturers Hazard Data Sheets for prior approval.

SECTION 4 - Aster Asset Register

Lot 1 – East Shown by Region

This Table is Attached as Appendix H

Lot 2 - West split into regions

This table is attached as Appendix I

FOR REFERENCE ONLY

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Aster Group is our over-arching corporate brand and comprises the following companies and charitable entities:

Charitable Registered Societies: Aster Group Limited No: 29573R. Aster Communities No: 31530R. Aster Living No: 29574R. Aster 3 Limited No: 7605. Synergy Housing Limited No: 31447R. East Boro Housing Trust Limited No: 16946R. Central and Cecil Housing Trust No: 27693R. 55 London No: 7884. Aster Foundation is a CIO, No: 1198145.

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Aster Solar Limited No: 09476337. Silbury Housing Limited No: 07276148. Silbury Housing Holdings Limited No: 07273905. Enham Trust No: 00173199 a Charity registered in England No: 211235. Central & Cecil Innovations Limited No: 08904605. Central & Cecil Construction Services Limited No: 08904580.

Public Limited Company registered in England: Aster Treasury PLC No: 08749672. Registered office for Synergy Housing Limited is Link House, First Floor, 25 West Street, Poole, Dorset, BH15 1LD. Registered office for East Boro Housing Trust Limited is Faulkner House, 31 West Street, Wimborne, Dorset, BH21 1JS. Registered Office for Enham Trust is Enham Place, Enham Alamein, Andover, Hampshire, SP11 6JS. Registered office for Central and Cecil Housing Trust, 55 London, Central & Cecil Innovations Limited and Central & Cecil Construction Services Limited is Cecil House, 266 Waterloo Road, London, SE1 8RQ. Registered office for all other businesses is Sarsen Court, Horton Avenue, Devizes, Wiltshire, SN10 2AZ.

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