

FOUL WATER SPECIFICATION
CYCLICAL ROUTINE MAINTENANCE OF FOULWATER
INFRASTRUCTURE AND EFFLUENT DISPOSAL

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Introduction

The Aster Group is a business that owns and manages significant social housing property providing quality, affordable homes to thousands of people across the south of England and London. Our vision is that everyone has a home. We are committed to listening to and collaborating with customers to make sure they receive a good service, first time.

The Supplier is to deliver the specified servicing scheduled annual maintenance programme and maintain the off mains sewage assets on behalf of the Aster Groups, including sewage treatment plants, and the servicing and maintenance of pumping stations, septic tanks, and surface water pumps.

This will include routine cyclical servicing, maintenance, and repairs in line with the servicing schedules as set out in this Specification.

In addition, the Supplier will also on both a regular routine programme and ad-hoc basis deliver tankering to all nominated and listed plants as directed within the Specification.

The Supplier is to provide an emergency call out service (response within 4 hours) across the Lots they are appointed to as a result of this tender including an out of hours service provision.

Service Requirements

The Cyclical routine planned preventative maintenance services, reactive repairs and emergency works to be performed are as follows:

- Scheduled Maintenance servicing of sewage treatment plants, septic tank systems, pumping stations, and surface water pumps. This includes emptying and disposal of wastewater liquor and sludge and includes routine maintenance and servicing of mechanical & electrical component parts of the sewage plants, effluent sampling septic tank systems, pumping stations, and surface water pumps.
- Non-scheduled works, reactive repairs and emergency work as required to maintain the continuous function of the above foul water treatment works/ pumping stations and operating systems. During both normal business hours and outside of normal business hours.
- Out of hours emergency (24-hour, 365-day emergency call out service) for both reactive and emergency work as required to maintain the function of both the foul water treatment plants and drainage pipe network connected to the above foul water treatment plants.
- To ensure all plant and equipment to be serviced and emptied at the intervals set out in this Specification and in line with all appendices in strict adherence to the Environmental Permitting Regulations and General Binding Rules for Small Sewage Discharges, as applicable to each individual site.

All services are to be conducted in accordance with the following:

- The British Water "Code of Practice" Maintenance and servicing of small wastewater treatment systems up to 50 population equivalents (PE) and larger systems up to 1000 PE Guide to the Desludging of Sewage Treatment Systems dated 2009, the manufactures servicing recommendations and this Specification.

Definitions

For the purpose of this Specification the following description shall have the following meaning, save where the context otherwise indicates:

- Scheduled Maintenance means the scheduled cyclical maintenance programmed works set out in this Specification.
- “Non-Scheduled Maintenance” means work required outside the “Scheduled Maintenance” work that may be needed for sewage treatment plants, pumping stations, and septic tanks to remain operational and legally compliant.
- Reactive repairs, includes unforeseen necessary repair works that may be required from time to time for sewage treatment plants, pumping stations, and septic tanks to remain operational and compliant.
- Emergency Work means work required which in the opinion of the Aster Client Officer requires immediate attention or is required because of an out of hours call-out notification. OOH - Out of hours service (from 5pm – 8.00 am weekdays and weekends Friday 3pm – Monday 08:00 am (24 hours over weekend, bank holidays, Easter and Christmas shut down periods)
- Contractor will mean the organisation successfully appointed for the delivery services in accordance with this Specification as a result of this procurement process.
- Client Officer will mean the person/persons identified by Aster Group who hold responsibility for overall management of this contract on behalf of Aster Group.
- Contractor’s Representative will mean the person/persons identified by the Contractor who hold responsibility for liaising and being the central point of contact for matters arising from the operational delivery and management of this contract.
- Client will mean Aster Group and all representatives and services identified as operating on behalf of Aster Group.

Objectives of Aster Group

In general terms, as they affect the services to be performed, the policies and objectives of Client are to provide an efficient, cost effective and legally compliant means of disposing of foul water from foul water treatment plants, pumping stations, and septic tanks.

To meet the requirements of the Environmental Permitting Regulations and General Binding Rules for Small Sewage Discharges, regular monitoring of the quality of treated effluent is conducted in the form of monthly sampling and visual / olfactory checks.

There is an ongoing capital programme for modernising and improving all foul-water treatment works and septic tanks the first phase of these works is intended to start in 2024.

Tenants, shared owners, leaseholders, other tenure types and applicable private owner occupiers, the relevant sewerage undertaker and the Environment Agency are consulted as appropriate whenever improvements and changes are planned.

General Obligations

These assets are owned by the Client and serve properties both owned directly along with properties in private ownership. In addition to residential properties there are two primary schools connected at two of our sites. No further connections will be permitted to existing STP's, Pumping stations and Septic tanks.

The Contractor should not consider it has sole rights under the contract to all works and services covered under this Contract and that the Client Officer may, at their sole discretion, issue instructions to other Contractors to conduct work in or on installations for which the Client has responsibility.

Please note that during the life of the Contract it is likely that Aster may take on or transfer responsibility for numerous stock transfers. This could result in plants or other installation types either being omitted or added to the Contract and will impact upon the potential spend over the life of the Contract. Aster will notify the Contractor through the form of a variation order as and when such transfers are likely to take place to discuss any impacts if applicable.

The Contractor should note that it is envisaged that additional organisations may join the Client organisation in the future and that they will be entitled to call-off under the Contract. All members of the Client Group, current or future, and any other organisation the Client may work with, may call off from the Contract for any piece of work for which the providers are suitable under the contract.

Access to Private Property

Access to plant and the routing of tanker pipes shall be agreed with the property before commencement of any work.

Where it is necessary to pass through internal areas, suitable protection to the area shall be provided to ensure that no dirt or damage results. Any protective sheeting shall be clean and waterproof. Laying pipes through internal areas should be avoided due to potential environmental issues.

Where pets and livestock are present arrangements should be made to ensure they are unable to get free whilst works are undertaken. Ornaments and other vulnerable items should be pointed out to customers before commencement. If these need to be moved the customer should ideally be asked to do so.

All gates & access points shall be left closed and secure on completion of works

Any particularly difficult circumstances that cannot be resolved between the Contractor and customers should be reported to the Client Officer for resolution immediately.

Asset Type – Site Quantity and Plant Description

The Client's portfolio off foul waste asset is primarily located in the south and southwest county regions and comprises of a mixture of Sewage treatment plants, Pumping stations, Septic tanks, and Surface water pumps. The following table sets out in summary form the type and quantity and location of the Clients stock.

The Contract applies to the sites listed in the Specification and for which the Contractor is responsible for the servicing, repair, and maintenance of off-mains drainage sewage asset.

This site list may be amended, added to or sites removed throughout the contract duration.

Where works are to be conducted on open sites the Contractor shall request any such information from the Client Officer as there may be on the boundaries or additional areas to the plant.

The Contractor shall satisfy itself as to the location of all mains and services and provide protection thereto. Any damage shall be made good at the Contractors expense.

** Please note that 3 pumping stations located in Hampshire are connected to sewage treatment plants. One connected to the Cowleas plant and two connect to the Stevens Drove plant.

Lot Structure

For the purposes of the cyclical maintenance service contract Aster has divided its foul waste assets into the seven following lots.

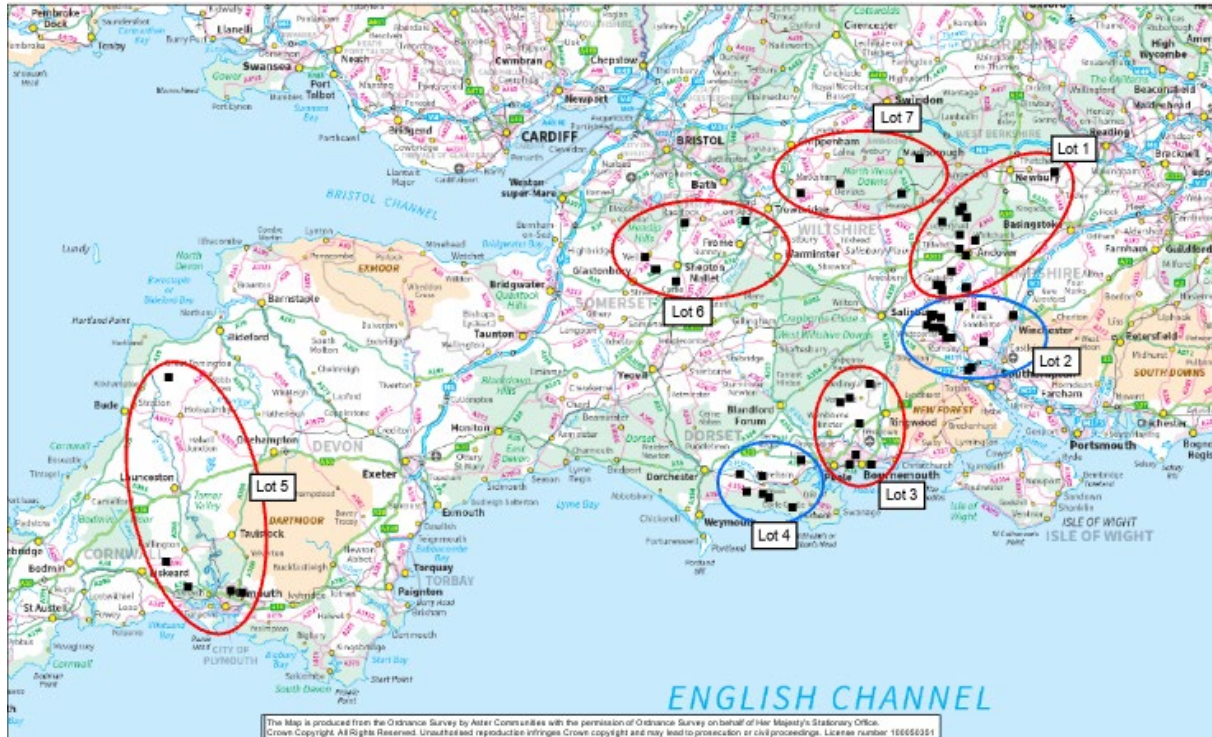
Plant type	Lot 1 North Hampshire	Lot 2 South Hampshire	Lot 3 East Dorset	Lot 4 West Dorset	Lot 5 Devon & Cornwall	Lot 6 Somerset	Lot 7 Wiltshire
Sewage treatment plant	7	12	1	6	1	6	1
Pumping stations	2	4	7	1	4	0	0
Septic tanks	15	4	1	0	0	0	3
Surface water pumps	0	0	0	1	0	0	0

The Specification has also provided specific address location for each of the plants. Please see **Appendix 1**.

The Specification has also provided specific GIS mapping data documentation with the intention to show further details of the geographical site location of the sites. Please see **Appendix 2**.

Indicative Lot Regions

Please note that the area map below is an indicative overview only. Due to the scale of the map some installations do overlap. Please refer to Appendix 1 for actual quantities and full site detail.



Schedule of the Sewage Treatment Plants

Lot	Region	Address	Plant type:	Total properties	Outfall	Remarks
1	North Hampshire	MAINBLOCKSEWAGE TREATMENT PLANT VERLYNCH COTTAGES	Septic tank, rotary trickling filter and reed bed	12	Sub-surface irrigation	1950's. Improved 2002 with addition of reed bed and new soakage area
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT School Lane	2 No. septic tanks, COPA CB 300 SAF unit, final tank, and sludge pumping station	15 + Wallop Primary School and Play Group	Soakaway with overflow to the Wallop Brook	Old works demolished. New plant installed 2002
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT BROOKSIDE	Conder Clereflo Type E (SAF) unit and Type C nitration unit with a blower operated aeration system	19	Sub-surface irrigation with seasonal overflow to the Wallop	Circa 1950's
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Bulpits	CONDER Clereflo package plant Model CT18	6	Sub-surface irrigation	Old works demolished. New plant installed 2003
1	North Hampshire	MAIN BLOCK Pound View SEWERAGE TREATMENT PLANT Pound View	Septic tank and reed bed	6	Soakaway	Old works demolished. New septic tank and reed bed installed 2002
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT THE CLOSE	Klargester RBC package plant Model B9	35	Sub-surface irrigation and soakaway	1991: Improvements conducted in 2001
1	North Hampshire	MAIN BLOCK Sewerage Treatment Plant, Hillplace	WPL Diamond DMC 7	8	Sub surface irrigation	Installed 2015
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Stevens Drove	Primary tank, CONDER Clereflo Type 'E' treatment plant.	27	Soakaways	Circa 1950's. new plant installed 2003 utilising existing brick structures
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Manor Road	Balancing tank, forward feed air pump to primary tank discharging to CONDER Clereflo 'D' treatment plant	11	Effluent pumped to watercourse 100 m from site	Circa 1950's. new plant installed 2003 utilising existing brick structures
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Dean Road	Balancing tank submersible pumps, feeding CONDER Clereflo package plant Model CT25	8	Ditch	New plant installed 2003 utilising existing brick structures
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT East Dean Road	Balancing tank, forward feed air pumps CONDER Clereflo package plant Model CT18	5	Ditch	New plant installed 2003 utilising existing brick structures.
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT NEWTOWN	Settlement tank, submersible pumps, feeding rotary trickling filter and humus tank.	6	Ditch	Circa 1950's
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Lymer Villas	Septic tank, rotary trickling filter and humus tank	17	Watercourse via M27 motorway surface water drainage system	Circa 1960's
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT GREEN POND	Septic tank, rotary trickling filter and humus tank	16	Ditch	Circa 1950's
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Glebe Meadow	Settlement tank, rotary trickling filter and humus tank. Filter effluent pumped to humus tank (duty/standby)	18	River Dun	Circa 1950's.
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Oval Road	Works A- (Oval). Settlement tank, rotary trickling filter and recycle pump.	Works A – 34	River Dun	Works A – Circa 1950's
2	South Hampshire	MAIN BLOCK STP Butlers Close & Butts Green	Works B, (Butlers) Settlement tank, WPL HPAF package plant & humus tank.	Works B – 54	River Dun	Works B – Circa 1970's
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PRAGNELLS COTTAGES	2 No. settlement tanks, 2 No. rotary trickling filters and 2 No. humus tanks	57 + Awbridge Primary School	Ditch	Circa 1940's with later extensions in 1956. Refurbished 2001
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Cowleas Cottages	CONDER Clereflo package plant Model CT18	8	Sub-surface irrigation in Beales Ct car park	New works installed 2005
3	Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Burgess Field	Klargester RBC package plant Model BF	4	Ditch	New works estimated installation year, 2005
4	Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Newtown Hill	Entec biotec TF STP	8	Ditch	New works estimated installation year, 2005
4	Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Blackmanston	Primary settlement tank, Tipping Tray, and trickling filter	6	Ditch	New works estimated installation year, 2005
4	Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT	Primary settlement tank, Tipping Tray, and trickling filter over a media bed	6	Ditch	New works estimated installation year, 1995
4	Dorset	MAIN BLOCK Wareham Road SEWERAGE TREATMENT PLANT	Entec biotec TF STP	4	Ditch	New works estimated installation year, 1995
4	Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Colehill Drove	Entec biotec TF STP	11	Ditch	New works estimated installation year, 1995
4	Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Woodford Lane	Primary settlement tank, Tipping Tray, and trickling filter over a media bed ntec biotec TF STP	3	Ditch	New works estimated installation year, 2005
5	Devon & Cornwall	MAIN BLOCK SEWERAGE TREATMENT PLANT Ford Close	Condor SAF100 package plant Model N5	20	Ditch	New works installation year, 2012
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT The Leazes	KEE RBC package plant Model BE NuDisc	4	Ditch	New works estimated installation year, 2005
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Zion Hill	Primary settlement tank, Tipping Tray, and trickling filter over a media bed	8	Ditch	New works estimated installation year, 2005
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Fosse Cottages	KEE RBC package plant Model NC NuDisc	4	Ditch	New works estimated installation year, 2005
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Pilton Road	Klargester RBC package plant Model BE	20	Ditch	New works estimated installation year, 2005 upgraded 2010
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Church View	Klargester KEE RBC package plant Model B9 BE NuDisc	8	Ditch	New works installation year, 2012
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Keward House	KEE RBC package plant model 0650 NuDisc	8	Ditch	New works estimated installation year, 1995
7	Wiltshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Kennet Valley	WPL Diamond DMC 7	5	Ditch	New works estimated installation year, 2002

Schedule of Pumping Stations

Lot	Regional lot	Address	Type	Total Properties	Remarks
1	North Hampshire	MAIN BLOCK PUMPING STATION Lion Oak Court	Pumping Station	52	
1	North Hampshire	MAIN BLOCK PUMPING STATION Yew Tree Walk	Pumping Station	4	
2	South Hampshire	MAIN BLOCK Pumping Station, Eagle Court	Pumping Station	18	Located in underground car park
2	South Hampshire	Cowleas	Pumping Station	8	Located in Cowleas close
2	South Hampshire	Stevens Drove	Pumping Station	27	
2	South Hampshire	Stevens Drove	Pumping Station	27	
3	East Dorset	Widget Close	Pumping Station	0	Unknown
3	East Dorset	MAIN BLOCK PUMPING STATION Hibberd Court	Pumping Station	49	
3	East Dorset	TEMP BLOCK PUMPING STATION Chapter House	Pumping Station	25	
3	East Dorset	MAIN BLOCK PUMPING STATION Hardy	Pumping Station	2	Located in rear garden
3	East Dorset	Cunningham Close	Pumping station	3	
3	East Dorset	MAIN BLOCK PUMPING STATION Jubilee Court	Pumping Station	1	The rear of number 7
3	East Dorset	TEMP BLOCK PUMPING STATION Tillingbourne Court	Pumping Station	14	
4	West Dorset	Cambridge Court & Prince George House	Pumping Station	0	Unknown
4	West Dorset	Middle hill	Pumping Station	5	Surface water pump
5	Devon & Cornwall	MAIN BLOCK Congdons Orchard SEWERAGE TREATMENT PLANT Congdons Orchard	Pumping Station	7	
5	Devon & Cornwall	MAIN BLOCK PUMPING STATION Squirrel Close	Pumping Station	29	
5	Devon & Cornwall	MAIN BLOCK Pumping Station Miller Way	Pumping Station	3	
5	Devon & Cornwall	MAIN BLOCK PUMPING STATION COLLACOT CLOSE	Pumping Station	10	

Schedule of Septic Tanks

Lot no	Lot Name	Address	Type	Date Installed
1	North Hampshire	MAIN BLOCK SEPTIC TANK Fifehead Cottages	Septic Tank	1944
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage Road	Septic Tank	1944
1	North Hampshire	MAIN BLOCK SEPTIC TANK Hatchbury Lane	Septic Tank	1952
1	North Hampshire	MAIN BLOCK SEPTIC TANK Upper Chute Upper	Septic Tank	1958
1	North Hampshire	MAIN BLOCK SEPTIC TANK Hillside Cottages	Septic Tank	1924
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage Road	Septic Tank	1944
1	North Hampshire	MAIN BLOCK SEPTIC TANK Abbotts Ann	Septic Tank	1943
1	North Hampshire	MAIN BLOCK SEPTIC TANK Dean Terrace	Septic Tank	1947
1	North Hampshire	MAIN BLOCK SEPTIC TANK Stoney Drove Cottages	Septic Tank	1945
1	North Hampshire	MAIN BLOCK SEPTIC TANK Aylwards Way	Septic Tank	1951
1	North Hampshire	MAIN BLOCK SEPTIC TANK Fifehead Cottages	Septic Tank	1944
1	North Hampshire	MAIN BLOCK SEPTIC TANK Abbotts Ann Down	Septic Tank	1989
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage Road	Septic Tank	1944
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage	Septic Tank	1944
1	North Hampshire	MAIN BLOCK SEPTIC TANK Hillside Cottages	Septic Tank	1939
2	South Hampshire	MAIN BLOCK SEPTIC TANK Rectory Hill Cottages	Septic Tank	1975
2	South Hampshire	MAIN BLOCK SEPTIC TANK Up Somborne	Septic Tank	1934
2	South Hampshire	MAIN BLOCK SEPTIC TANK Hillside Cottages	Septic Tank	1939
3	East Dorset	MAIN BLOCK PUMPING STATION Haythorne Common	Septic tank	1939
7	Wiltshire	MAIN BLOCK SEPTIC TANK The Pelch	Septic Tank	1939
7	Wiltshire	MAIN BLOCK SEPTIC TANK Burbage Road	Septic Tank	1939
7	Wiltshire	MAIN BLOCK SEPTIC TANK Chandlers Lane	Septic Tank	Unknown

Sewage Treatment Plants & Septic tanks: Tank Emptying Routine Services

For sewage treatment plant this shall mean the removal of crust and sludge from the primary, bio and humus chambers, and the removal of further effluent, up to the specified quantity, from both primary & secondary tanks where applicable.

For septic tanks this shall mean the removal of crust and sludge from all chambers, and the removal of further effluent, up to the specified quantity from the primary chamber. Allow for the retention of a small amount of the settled sewage at the base of the chamber to kick start the treatment following the desludging works.

Regular emptying and servicing visits shall be arranged by the Contractor and no payments for waiting time will be considered. In the event of difficulty gaining access to a property this shall be reported to the Client for further instruction.

The following table sets out the schedule for scheduled routine tank emptying and approximate the anticipated volume for guidance only. The scope of the Works comprised in any order or in the whole Contract cannot be pre-determined and no undertaking is given regarding continuity or overall quantity of volumes and the Supplier must allow for all intermittent or abnormal workloads.

Where the plant is not operating correctly, for example due to a failed drainage field or exceptionally high-water table, more regular emptying may be required. These orders will be raised separately to suit the circumstances of the situation and are defined as Non-Scheduled, Maintenance works.

All liquor and sludge removed from plants, pump station wells and septic tanks shall be transported in purpose-built tankers, by a registered waste carrier, to a permitted sewage treatment works operated by a sewerage undertaker. A record shall be made of the volume removed from each plant and this shall be included on the waste transfer note, fully completed copies of which are required to be supplied to the Client. A record of the disposal to the receiving treatment station shall also be submitted with the payment application.

It is the Contractor's responsibility to ensure that liquor and sludge is removed and disposed of in a safe, legal, and non-polluting manner. Particular attention is to be paid to suction hose joints and joints to the tanker vehicle which must be watertight. All valves and joints on the tanker vehicle must be free from leakage whilst the vehicle is in motion. Tank covers, padlocks and other fixings are to be replaced following desludging/emptying. Any spillages to be washed down.

Indicative Emptying Volumes Per Routine Visit for Sewage Treatment Plants (Primary and Secondary Tanks)

Lot no	Lot Name	Address	Type	Est PST current m3 emptying values main tank	Est PST current m3 emptying values final tank
1	North Hampshire	MAINBLOCKSEWAGE TREATMENT PLANT VERLYNCH COTTAGES	STP	7.3	n/a
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT School Lane School	STP	4.8	8.2
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT BROOKSIDE COTTAGES	STP	7.5	8.3
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Bulpits	STP	5.9	n/a
1	North Hampshire	MAIN BLOCK Pound View SEWERAGE TREATMENT PLANT Pound View	STP	9.3	n/a
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT THE CLOSE	STP	7.3	8.1
1	North Hampshire	MAIN BLOCK Sewerage Treatment Plant, Hillplace	STP	8	n/a
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Stevens Drove	STP	18.5	6.8
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Manor Road	STP	8.5	6.2
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Dean Road	STP	3.7	26
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT East Dean Road	STP	4.9	n/a
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT NEWTOWN Newtown	STP	6.8	n/a
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Lymer Villas	STP	7.8	7.7
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT GREEN POND LANE	STP	8.7	8.7
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Glebe Meadow	STP	8.1	8
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Oval Road	STP	4.1	3.9
2	South Hampshire	MAIN BLOCK STP Butlers Close & Butts Green	STP	11.7	7.6
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PRAGNELLS COTTAGES	STP	16.2	n/a
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Cowleas Cottages	STP	4.8	8.6
3	East Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Burgess Field	STP	8	n/a
4	West Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Newtown Hill	STP	7.4	n/a
4	West Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Blackmanston	STP	2.7	n/a
4	West Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT	STP	2	n/a
4	West Dorset	MAIN BLOCK Wareham Road SEWERAGE TREATMENT PLANT Wareham Road	STP	2	n/a
4	West Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Colehill Drove	STP	8.6	n/a
4	West Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Woodford Lane	STP	9.6	n/a
5	Devon & Cornwall	MAIN BLOCK SEWERAGE TREATMENT PLANT Ford Close	STP	18.1	n/a
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT The Leazes	STP	4	n/a
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Zion Hill	STP	7.4	n/a
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Fosse Cottages	STP	4	n/a
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Pilton Road	STP	7.8	n/a
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Church View	STP	6.7	n/a
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Keward House	STP	4.3	n/a
7	Wiltshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Kennet Valley Mews	STP	7	n/a

Sewage Tanks Annual Schedule of Routine Tank Emptying Frequencies:

Lot no	Lot Name	Address	Type	STP Desludge Primary Tank												STP Desludge Final Tank											
				Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
1	North Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT VERLYNCH COTTAGES	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
1	North Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT School Lane School	STP					✓		✓		✓		✓		✓		✓		✓		✓		✓			
1	North Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT BROOKSIDE COTTAGES	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
1	North Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT Bulgifs	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
1	North Hampshire	MAIN BLOCK Pound View SEWERAGE TREATMENT PLANT Pound View	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
1	North Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT THE CLOSE	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
1	North Hampshire	MAIN BLOCK Sewerage Treatment Plant Hillplace	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT Stevens Drove	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT Manor Road	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT Dean Road	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT East Dean Road	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT NEWTOWN Newtown	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT Lymer Villas	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT GREEN POND LANE	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT Glebe Meadow	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT Oval Road	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK STP Butlers Close & Butts Green	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT Pragnells Cottages	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
2	South Hampshire	MAIN BLOCK SEWAGE TREATMENT PLANT Cowleat Cottages	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
3	East Dorset	MAIN BLOCK SEWAGE TREATMENT PLANT Burgess Field	STP	✓	✓		✓	✓		✓		✓		✓		✓		✓		✓		✓		✓			
4	West Dorset	MAIN BLOCK SEWAGE TREATMENT PLANT Newtown Hill	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
4	West Dorset	MAIN BLOCK SEWAGE TREATMENT PLANT Blackmarston	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
4	West Dorset	MAIN BLOCK SEWAGE TREATMENT PLANT	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
4	West Dorset	MAIN BLOCK Wareham Road SEWERAGE TREATMENT PLANT Wareham Road	STP			✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
4	West Dorset	MAIN BLOCK SEWAGE TREATMENT PLANT Colehill Drove	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
4	West Dorset	MAIN BLOCK SEWAGE TREATMENT PLANT Woodford Lane	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
5	Devon & Cornwall	MAIN BLOCK SEWAGE TREATMENT PLANT Ford Close	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
6	Somerset	MAIN BLOCK SEWAGE TREATMENT PLANT The Leazes	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
6	Somerset	MAIN BLOCK SEWAGE TREATMENT PLANT Zion Hill	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
6	Somerset	MAIN BLOCK SEWAGE TREATMENT PLANT Fosse Cottages	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
6	Somerset	MAIN BLOCK SEWAGE TREATMENT PLANT Pilton Road	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
6	Somerset	MAIN BLOCK SEWAGE TREATMENT PLANT Church View	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
6	Somerset	MAIN BLOCK SEWAGE TREATMENT PLANT Keward House	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			
7	Wiltshire	MAIN BLOCK SEWAGE TREATMENT PLANT Kennet Valley Mews	STP	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓			

Septic Tank Load Rates:

Lot no	Lot Name	Address	Type	Daily flow (m3/d0 Flows & loads 4)	Discharges to:
1	North Hampshire	MAIN BLOCK SEPTIC TANK Fifehead Cottages	Septic Tank	1.5	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage Road	Septic Tank	0.75	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Hatchbury Lane	Septic Tank	3.45	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Upper Chute Upper	Septic Tank	3.45	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Hillside Cottages	Septic Tank	2.25	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage Road	Septic Tank	0.75	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Abbotts Ann	Septic Tank	2.7	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Dean Terrace	Septic Tank	3.6	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Stony Drove Cottages	Septic Tank	1.5	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Aylwards Way	Septic Tank	1.35	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Fifehead Cottages	Septic Tank	1.5	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Abbotts Ann Down	Septic Tank	3.6	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage Road	Septic Tank	0.75	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage	Septic Tank	3	Ground via soakaway
1	North Hampshire	MAIN BLOCK SEPTIC TANK Hillside Cottages	Septic Tank	1.2	Ground via soakaway
2	South Hampshire	MAIN BLOCK SEPTIC TANK Rectory Hill Cottages	Septic Tank	3.45	Ground via soakaway
2	South Hampshire	MAIN BLOCK SEPTIC TANK Up Somborne	Septic Tank x2	0.75	Ground via soakaway
2	South Hampshire	MAIN BLOCK SEPTIC TANK Hillside Cottages	Septic Tank	2.7	Ground via soakaway
3	East Dorset	MAIN BLOCK PUMPING STATION Haythorne Common	Septic tank	0.75	Ground via soakaway
7	Wiltshire	MAIN BLOCK SEPTIC TANK The Pelch	Septic Tank	2.7	Ground via soakaway
7	Wiltshire	MAIN BLOCK SEPTIC TANK Burbage Road	Septic Tank	1.35	Ground via soakaway
7	Wiltshire	MAIN BLOCK SEPTIC TANK Chandlers Lane	Septic Tank	1.2	Ditch

Septic Tanks Annual Schedule of Routine Tank Emptying Requirements:

Lot no	Lot Name	Address	Type	Septic Tank Emptying											
				Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
1	North Hampshire	MAIN BLOCK SEPTIC TANK Fifehead Cottages	ST	√						√					
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage Road	ST			√						√			
1	North Hampshire	MAIN BLOCK SEPTIC TANK Hatchbury Lane	ST				√							√	
1	North Hampshire	MAIN BLOCK SEPTIC TANK Upper Chute Upper	ST		√			√				√			√
1	North Hampshire	MAIN BLOCK SEPTIC TANK Hillside Cottages	ST				√	√						√	
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage Road	ST			√						√			
1	North Hampshire	MAIN BLOCK SEPTIC TANK Abbots Ann	ST						√						√
1	North Hampshire	MAIN BLOCK SEPTIC TANK Dean Terrace	ST		√			√			√			√	
1	North Hampshire	MAIN BLOCK SEPTIC TANK Stoney Drove Cottages	ST	√						√					
1	North Hampshire	MAIN BLOCK SEPTIC TANK Aylwards Way	ST		√						√				
1	North Hampshire	MAIN BLOCK SEPTIC TANK Fifehead Cottages	ST	√						√					
1	North Hampshire	MAIN BLOCK SEPTIC TANK Abbots Ann Down	ST				√				√				√
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage Road	ST			√						√			
1	North Hampshire	MAIN BLOCK SEPTIC TANK Cottage	ST			√						√			
1	North Hampshire	MAIN BLOCK SEPTIC TANK Hillside Cottages	ST				√							√	
2	South Hampshire	MAIN BLOCK SEPTIC TANK Rectory Hill Cottages	ST	√	√	√	√	√	√	√	√	√	√	√	√
2	South Hampshire	MAIN BLOCK SEPTIC TANK Up Somborne	ST							√					
2	South Hampshire	MAIN BLOCK SEPTIC TANK Hillside Cottages	ST				√							√	
3	East Dorset	MAIN BLOCK PUMPING STATION Haythorne Common	ST				√								
7	Wiltshire	MAIN BLOCK SEPTIC TANK The Pelch	ST		√			√			√				√
7	Wiltshire	MAIN BLOCK SEPTIC TANK Burbage Road	ST		√			√			√				√
7	Wiltshire	MAIN BLOCK SEPTIC TANK Chandlers Lane	ST		√			√			√				√

Scheduled Routine Planned Preventative Maintenance (PPM)

- The Contractor shall deliver all maintenance functions as set out in **Appendix 3** for all the Clients sewage treatment plants (STP).
- Scheduled maintenance includes routine cleaning, routine mechanical and electrical maintenance, and visual checks of the sewage treatment plants pump and the receiving environment work sheets evidencing the maintenance task completed on each schedule visit shall be completed.
- There will also be a requirement to note weather conditions, presence of surface water and any flooding in the plant depot or its environs and other abnormalities such as, odour, presence of polluting substances (e.g., oil) within the works or liquor and sludge.
- The required programme of frequencies and nature of each service at each Works site is set out in detail **Appendix 3** for all its sewage treatment plants.
- The Scheduled Maintenance items set out should not be regarded as covering every detail of the services to be provided. The Contractor is required under this Specification to provide a complete routine maintenance service for the works including all usual operations necessary to ensure a complete job and in the case of electrical and mechanical equipment all items of servicing recommended by the manufacturers, even if not specifically mentioned in the requirements of the maintenance detail in **Appendix 3**.
- With the permission of the Client Officer, the Contractor may defer completion of some of the work scheduled for one month into the next where this is unavoidable, and the Client Officer accepts that it is reasonable to defer the work in question.
- The Contractor shall make every endeavour to adhere to the intervals specified and this will be monitored and managed through the operational performance targets detailed further within the Specification.
- Failure to adhere to specified intervals, may result in the issuing of default notices by the Client officer Where work scheduled for one month is carried over into a subsequent month, the Contractor shall evidence in the form of a report their account for the month during which the maintenance work is physically completed, not the month during which it was programmed to be done.

Servicing Schedule for Sewage Pumping Stations

It is expected that the Contractor will complete all servicing in line with industry best practice using their knowledge and expertise to ensure compliance with relevant legislation. The following is to be met as a minimum for the servicing of sewage pumping stations and will be undertaken on a quarterly basis spread evenly over the course of a twelve-month period.

Required Planned Preventative Maintenance (PPM) Servicing Activities, Pumping Stations

Pumping Stations
Carry out visual check of all manhole covers, equipment, walls, fences and the like any record any defects apparent.
Lift wet well cover, lift and clean floats of rags and other debris. Replace cover.
Check and clean pump by manual operation.
Check compressor oil levels and condition and top up as required.
Lift wet well cover, pump down and clean sump by jet washing. Replace cover.
Remove pumps from wet well. Check and adjust impellers, check freely rotating and remove any trapped debris, check wear on pumps.
Examine non return and gate valves, check free of any blockages and operating correctly.
Control Kiosk
All equipment must be isolated before any maintenance work is carried out
Inspect cables and fittings. Check heater and thermostat setting. Check operation of indicators, lamps, lights and security of earthing straps.
Carry out full operational and function tests including check on telemetry system (where fitted) undertake simulated failure with provider.
Check/re-set overloads.
Carry out thorough clean of the control kiosk, remove cobwebs and dirt. Brush down exterior.
Test run pumps and leave in working order.
Check that all visual alarms in working order.
Check for earth continuity.
Advise client of any recorded faults or additional work requirements not covered by routine servicing.
Ensure controls kiosk (where applicable) tidy and clean, oil locks and hinges, check all cable ducts sealed correctly.
Fully complete servicing checklist with all readings and observations.
Replace all covers, close control panel doors (where applicable) close all gates etc on completion
Leave site secure and tidy.

Required Planned Preventative Maintenance (PPM) Servicing Schedule for Septic Tanks

It is expected that the Contractor will complete all servicing in line with industry best practice using their knowledge and expertise, to ensure compliance with relevant legislation. The following is to be met as a minimum for the servicing of septic tanks and will be undertaken in conjunction with tank emptying requirements and specified scheduled visits.

Spetic tanks
Prior to emptying Check thickness of crust, scum or grease, and levels (high level - soak away failure/ low level - possible leak or blockage).
During emptying listen for sound of back flow from outlet (this would indicate a possible soakaway failure).
Post tank empty Check all walls and baffles for signs of cracks.
Ingress/egress of water from the tank.
Check all visible outlet and inlet pipework.
Check all manholes prior to the septic tank to ensure they are in good order and empty.
Replace all covers, control panel doors (where applicable) close all gates etc on completion.
Check drainage field / disposal drainage for signs of effluent on surface (where applicable).
Fully complete servicing checklist with all readings and observations.
Leave site secure and tidy.

Electrical Works

All inspections and works to electrical elements of any plant shall be conducted by an engineer qualified to City & Guilds 2391 and the 18th Edition of the EIT Wiring Regulations. They shall have commercial experience, being competent with motors and 3 phase supplies.

Any work conducted shall be recorded on the appropriate ECA / NICEIC/ NAPIT commercial certificate which shall be issued in conjunction to submitting the maintenance report.

Gas Readings

All gas readings shall be taken using a 4-gas monitor as recommended (industry wide) for working in sewage installations. The safe readings shall be set in accordance with industry standards and safe condition shall be recorded on the service sheet. Operatives shall be trained in the use of the meter, and it shall be regularly calibrated in accordance with manufacturer's recommendations.

General Inspection of Site

The following items shall be inspected at each scheduled servicing / emptying visit (excluding emergency call outs and additional emptying visits), recorded on the service sheet, and submitted electronically to the Client via the Contractor Portal as an attached document:

- Access to plant – path in good condition & clear of obstruction.
- Fencing to plant, incl. gate (if applicable) – secure (padlocked and sturdy)
- Hedgerows (if applicable) – all neatly cut, not overhanging compound or adjoining paths / land. Hedgerows may not be cut during the bird nesting season (March to July).
- Signs – present and visible.
- Compound – area safe and clear of vegetation or rubbish.

Inspection Covers – all in position, in good condition and padlocked.

- External Structures – condition of all chambers, cover slabs, walls, steps, access ladders etc as applicable.

Trees, Contractor to notify Client of any overhang or obstructions.

- Outfall pipe and receiving watercourse where applicable.

Drainage field and soakaway where applicable.

Non-Scheduled and Emergency Works: Additional Requirements

Repairs & additional tankering identified either at the time of a scheduled service visit or through emergency call outs, to keep the asset in a compliant and good working order shall where practicable be conducted with prior Client notification and approval.

Work of a higher value, or which cannot be completed at the time of the service visit should be notified to the Client Officer within a maximum of 48 hours with an accompanying report and quotation detailing the extent of works and cost.

Where there is risk to health and safety or of environmental damage notification should be communicated at the earliest possible time, either the same day or as early as possible on the next working day. In such circumstances measures should be put in place to mitigate the risk until a complete repair can be undertaken.

In the event of an out of hours serious major incident the Contractor will be required to notify both the Client Officer and environmental agency within a four-hour critical notification period.

Where possible an estimate of the cost of further works shall be submitted to the Client, together with an explanation of the faults. A separate works order or job will be raised to cover the agreed works.

Telemetry and Arrangements for Communication

At present, there are twenty-seven sewage treatment and pumping stations are equipped with a telemetry system, to monitor functionality and improve efficiency of monitoring and reporting.

A suitably specified and recognised system called Nortec has recently been installed, which can be transferred between Contractors as necessary to future proof the continuation of monitoring and reporting in the event of alarm being activated.

The Contractor shall be responsible for monitoring of these devices in real-time 24-hour coverage to ensure that they are always operational.

There are no known maintenance requirements, and the Client will be responsible for paying annual licence fees that cover software licence, monitoring and sim card installation.

Sites with telemetry installation

Lot no	Lot Name	Address	Type	Telemetry Installed
1	North Hampshire	MAINBLOCKSEWAGE TREATMENT PLANT VERLYNCH COTTAGES	Sewage Treatment Plant	Yes
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT School Lane School	Sewage Treatment Plant	Yes
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT BROOKSIDE COTTAGES	Sewage Treatment Plant	Yes
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Bulpits	Sewage Treatment Plant	Yes
1	North Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT THE CLOSE	Sewage Treatment Plant	Yes
1	North Hampshire	MAIN BLOCK Sewerage Treatment Plant, Hillplace	Sewage Treatment Plant	Yes
1	North Hampshire	MAIN BLOCK PUMPING STATION Lion Oak Court	Pumping Station	Yes
1	North Hampshire	MAIN BLOCK PUMPING STATION Yew Tree Walk	Pumping Station	Yes
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Stevens Drove	Sewage Treatment Plant	Yes
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Dean Road	Sewage Treatment Plant	Yes
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT NEWTOWN Newtown	Sewage Treatment Plant	Yes
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Lymer Villas	Sewage Treatment Plant	Yes
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Glebe Meadow	Sewage Treatment Plant	Yes
2	South Hampshire	MAIN BLOCK STP Butlers Close & Butts Green	Sewage Treatment Plant	Yes
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Pragnells Cottages	Sewage Treatment Plant	Yes
2	South Hampshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Cowleas Cottages	Sewage Treatment Plant	Yes
2	South Hampshire	MAIN BLOCK Pumping Station, Eagle Court	Pumping Station	Yes
3	East Dorset	MAIN BLOCK PUMPING STATION Hibberd Court	Pumping Station	Yes
3	East Dorset	TEMP BLOCK PUMPING STATION Chapter House	Pumping Station	Yes
3	East Dorset	MAIN BLOCK PUMPING STATION Hardy	Pumping Station	Yes
3	East Dorset	Cunningham Close	Pumping station	Yes
3	East Dorset	MAIN BLOCK PUMPING STATION Jubilee Court	Pumping Station	Yes
3	East Dorset	TEMP BLOCK PUMPING STATION Tillingbourne Court	Pumping Station	Yes
4	West Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT	Sewage Treatment Plant	Yes
4	West Dorset	MAIN BLOCK SEWERAGE TREATMENT PLANT Colehill Drove	Sewage Treatment Plant	Yes
5	Devon & Cornwall	MAIN BLOCK Congdons Orchard SEWERAGE TREATMENT PLANT Congdons Orchard	Pumping Station	Yes
5	Devon & Cornwall	MAIN BLOCK PUMPING STATION Squirrel Close	Pumping Station	Yes
5	Devon & Cornwall	MAIN BLOCK Pumping Station Miller Way	Pumping Station	Yes
5	Devon & Cornwall	MAIN BLOCK PUMPING STATION COLLACOT CLOSE	Pumping Station	Yes
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT The Leazes	Sewage Treatment Plant	Yes
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Fosse Cottages	Sewage Treatment Plant	Yes
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Pilton Road	Sewage Treatment Plant	Yes
6	Somerset	MAIN BLOCK SEWERAGE TREATMENT PLANT Church View	Sewage Treatment Plant	Yes
7	Wiltshire	MAIN BLOCK SEWERAGE TREATMENT PLANT Kennet Valley Mews	Sewage Treatment Plant	Yes

It is anticipated that full access to the remote system will be granted to the Contractor for the purposes of managing both monitoring and escalation communication in the event of an activation.

A typical list of alarms and conditions is as follows:

- Electricity supply failure
- Engineer on site
- Tank high level alarm
- Mechanical, plant failure (e.g. pump)
- Loss of rotation (e.g. distributor)
- Loss of power at telemetry system
- Loss of telemetry backup battery
- Lost configuration

In the event of an alarm activation the response time of four hours (Critical) will only be required for those alarm conditions which could give rise to a potential breach of environmental permit conditions or a flooding condition or where there is a risk to Health & Safety. This applies to both normal working hours and out of hours service provisions.

Alarms not requiring a four-hour response time may be addressed during the next working day or twenty-four hours. The Contractor will identify those conditions where a four-hour response time will be required and the arrangements for transferring this information to the Client.

Sampling – Sewage Treatment Plants Only

The Contractor shall undertake a programme of sampling of the final effluent discharged from each sewage treatment plant. Every plant shall be sampled once per month as standard, unless it is offline, or the Client instructs otherwise. Additional samples may also be required, as instructed by the Client officer.

The Contractor is required to provide a written procedure or procedures covering the following:

- Methodology for taking samples.
- Training of samplers
- Use of appropriate bottles and preservation techniques
- Sample handling, storage, transport, and delivery
- Operation and maintenance of equipment used in sampling.
- Operation, maintenance, and calibration of on-site test equipment, where applicable
- Quality assurance processes for assessing sampling activities.

The procedure must be kept up to date, and new versions provided to the Client Officer.

Sampling should be timed such that samples are taken prior to any desludging and not taken within 2-week period after a desludging operation.

Sampling should be the first operation carried out on arrival at site. Samples are to be taken from the designated sample point using a suitable clean container on a pole to allow the sample to be taken from ground level. Care must be taken to prevent any sewage fungus or other extraneous matter from entering the sample. Samples are to be transferred into resolute one litre containers, and clearly labelled showing the site name and date and time of the sample. The prevailing weather conditions at the time and location where the sample is taken are to be recorded on the individual job sheet, along with any observations about the sample quality, including cloudiness, unusual colour, odour, or oiliness.

Samples must be securely packaged and transported to avoid any contamination, loss, or extremes of temperature. They should be deposited at the agreed drop-off point on the same day they were taken. However, where this not possible due to unforeseen circumstances they must be stored overnight in a refrigerator and delivered the following working day.

Any other stipulations made by the laboratory / laboratories conducting the analysis relating to the labelling, storage, transportation, and deposit of samples must be adhered to.

Samples will be submitted for analysis only to a laboratory or laboratories accredited to UKAS ISO/IEC 17025. The accreditation must cover the parameters being analysed, which are as follows:

- Biochemical oxygen demand (5-dy BOD ATU test)
- Suspended solids at 105°C
- Ammoniacal nitrogen.

Sample analysis certificates issued by the laboratory must be forwarded to the Client by the Contractor within one working day of receipt.

An immediate resample will be required in cases where results are not valid due to the failure of the Contractor to meet the stipulations set out in above. This will be conducted at the Contractor's expense.

Environmental Non-compliance

In the event of a sample exceeding one or more limits set out in a site's environmental permit, or a plant suffering a breakdown or other malfunction which has resulted in, or has the potential to result in, environmental pollution, the Contractor is required to notify the Client Officer on the same working day it becomes aware of the issue.

Conversely, the Client officer may notify the Contractor of an Environment Agency sample failure or other issue notified to the Client officer, for example a Compliance Assessment noncompliance or a complaint from a member of the public.

Whatever its origin, the Contractor shall investigate the noncompliance and shall submit a report to the Client Officer within one working day of notification, outlining the probable cause and the recommended remedial actions, together with the expected timescales and any associated costs. If the investigation will require more than one working day to complete, the Contractor shall notify the Client officer before the end of this period.

Where a failure or plant malfunction has made it necessary to take a plant offline, it must not be put back online without prior consent from the Client Officer.

The Contractor is required to have in place an emergency preparedness and response procedure, in line with clause 8.2 of ISO 14001: 2015, setting out:

- What emergency situations are covered and how they are identified.
- How emergency situations will be responded to.
- The actions to be taken to prevent or mitigate the consequences of emergency situations.
- How planned responses will be periodically evaluated.
- How the procedure and planned response actions will be reviewed, in particular following an emergency situation or response test.
- What information and training will be provided to employees, Subcontractors and other parties collaborating with the Contractor's control; and,
- What records will be kept demonstrating that the procedure is being followed.

Environment Agency, Sewage Treatment Works Environmental Permit Conditions

Lot	Region	Site name	Permit number	Permit limits / other requirements				Discharges to
				BOD (mg/L)	Suspended solids (mg/L)	Ammoniacal nitrogen (mg/L)	Other	
1	North Hampshire	Verlynch Cottages	P07937/002	40	60		No visible oil or grease	Soakaway located at NGR SU3606037190
1	North Hampshire	School Lane	N0133/001 (H02793)	40	60			Outlet located at NGR SU29353749
1	North Hampshire	Brookside Cottages	H02787/002	20	30	8	Discharge to be non-injurious to fish	Wallop Brook via seasonal soakaway - ground at NGR SU 29709 36426 with overflow to watercourse at NGR SU 29703 36451
1	North Hampshire	Bulpits Hill	P07938R/002	40	60		No visible oil or grease	Soakaway at NGR SU3416056600
1	North Hampshire	Poundview	P07939/002	40	60		No visible oil or grease	Soakaway at NGR SU3808049170
1	North Hampshire	The Close	H02521/002 (63/289)	40		20		Infiltration system located at NGR SU3428750518
1	North Hampshire	Hillplace	BB3595AG/001				No visible oil or grease	Soakaways at NGR SU 5852166605 & SU 5851966604
2	South Hampshire	Stevens Drove	N02790/002	20		20		Infiltration system located at NGR SU3403832082
2	South Hampshire	Manor Road	H02791/002 (63/71/V001)				No visible oil or grease	Soakaway at NGR SU2940029380
2	South Hampshire	Dean Road	P07940/002	40	60		No visible oil or grease	Soakaway at NGR SU269029610
2	South Hampshire	East Dean	H00024/001	40	60			Outlet at NGR SU 29282688
2	South Hampshire	Newtown Rd, Carters Clay	N01619 (H00018/001)	40	60			Outlet at NGR SU30752417

Lot	Region	Site name	Permit number	Permit limits / other requirements				Discharges to
				BOD (mg/L)	Suspended solids (mg/L)	Ammoniacal nitrogen (mg/L)	Other	
2	South Hampshire	Lymer Villas	H01037/002	20	30		No visible oil or grease	Tributary of river Test via motorway drainage system at NGR SU36581627
2	South Hampshire	Green Pond Lane	P06664R/002 (H00048/001)	40	60			River Dun at NGR SU27492687
2	South Hampshire	Glebe Meadow	H00025/002	40	60			Outlet at NGR SU29282688
2	South Hampshire	Oval Road/Butlers Close	H00039/002	40	60		No visible oil or grease	River Dun at NGR SU30422627
2	South Hampshire	Pragnells Cottages	G00142/002	25	45		No visible oil or grease	Soakaway at NGR SU2748030130
2	South Hampshire	Cowleas Close	H00022/001	40	60			Outlet at NGR SU32212424
3	East Dorset	Burgess Field	400046PW/01/001	15	20	15	pH 6-9 No visible oil or grease No surface water Discharge non-injurious to fish	Tributary of Uddens Water at NGR SU 0590 0895
4	West Dorset	Newtown Hill	042506/002	20	30	20	No visible oil or grease	Soakaway at NGR SY8396084460
4	West Dorset	Blackmanston	n/a				General Binding Rules	Tributary of Corfe River at NGR SY 91540 80893
4	West Dorset	Shaggs Cottages	n/a				General Binding Rules	Discharges to ditch (with flow) at NGR SY 85505 83396
4	West Dorset	Organford	n/a				General Binding Rules	Watercourse at NGR 93748 92956

Lot	Region	Site name	Permit number	Permit limits / other requirements				Discharges to
				BOD (mg/L)	Suspended solids (mg/L)	Ammoniacal nitrogen (mg/L)	Other	
4	West Dorset	Colehill Drove	n/a				General Binding Rules	Stream / ditch at NGR 79841 85062
4	West Dorset	Woodsford Lane	051043/001	20	30			Tributary of River Frome at NGR SY 78020 89260
5	Devon & Cornwall	Ford Farm	FP3728GP/001	40			(Standard Rules 2010 No. 3 permit) Discharge not to contain a 'significant' proportion of rain / ground water Clear discharge with no adverse visible effect on receiving water	Watercourse at NGR SX 3150166959
6	Somerset	The Leaze	103733/001	20	40	20	No visible oil or grease	Tributary of River Frome at NGR ST79575405
6	Somerset	Zion Hill	n/a				General Binding Rules	NGR ST 63960 53570
6	Somerset	Fosse Cottages	n/a				General Binding Rules	Discharges into culverted watercourse adjacent to site at NGR 61788 38617
6	Somerset	Pilton Road	102954/001	40	60	30	No visible oil or grease	Redlake River at NGR ST 56614185
6	Somerset	Church View	n/a				General Binding Rules	Watercourse at NGR ST 56386 41705
6	Somerset	Keward House	n/a				General Binding Rules	Stream in River Sheppy / Hartlake catchment at NGR ST53904481

Lot	Region	Site name	Permit number	Permit limits / other requirements				Discharges to
				BOD (mg/L)	Suspended solids (mg/L)	Ammoniacal nitrogen (mg/L)	Other	
				7	Wiltshire	Kennet Valley Rise	CP3929GL/001	

Out of Hours / Emergency Call Out

Emergency call outs will be raised by a pre-agreed methods and process and a confirmation order/job will follow retrospectively. These will have a four-hour target time where the Contractor is required to attend site out of normal working hours to meet the timescales of either four hours or 24 hours.

For the purposes of this contract a call-out occurring between the hours of 08.00 – 17.00 each normal working day, Monday – Thursday and between 8.00 – 15.00 on Fridays will be within normal hours. Between 17.00 and 08.00 the following day, and at weekend and bank holidays, the out of hours procedure shall be applied.

For the avoidance of doubt, it is the time of the call, rather than time of attendance on site, which will determine which condition will apply to the call out. This will apply both for calls from Client's call centre and those via the installed telemetry systems.

Outside normal Client working hour's emergency calls will come from an external call centre, which provides this service overnight, at weekends and during holiday periods. Calls from the external call centre are to be accepted as being direct from the Client and a confirmation order job number will be issued on the next available working day.

Calls generated directly through plant telemetry systems must be assessed by the Contractor and allocated the correct priority. Resulting visits shall be advised to the Client once attended or on the next available working day if received out of hours.

A confirmation order job number will be issued on the next working day. No emergency or out of hours call out payments will be paid where this is a result of the Contractor not allocating an adequate priority to a telemetry alert.

Under no circumstances should calls be accepted, and/or acted upon, from anyone or any other party except from nominated Client representatives. All such calls should be directed to 'Aster Customer Services (0333 400 8222)' at any time of day.

When instructed, the Contractor shall attend site within the timescale specified by the order works job number detail. The nature of the problem, if not previously advised, shall be ascertained and repairs or other measures undertaken, to address the immediate risks to the health and safety of residents and the public, or damage to the environment.

Where possible the problem shall be completely rectified, and the plant left in full working order.

In the event of repair not being possible at this time, the Contractor shall notify the Client officer in writing as soon as possible but by the next available working day at the latest. This shall specify the nature of the fault, details of costs to date, and what further work is necessary to restore it to full working order. Where appropriate this shall include a quotation to complete the repair.

In the event that further attendance is required before the Client officer can be advised (weekend / statutory holiday periods), the Contractor shall continue to attend as required to ensure safe temporary operation of the plant throughout this period.

Where multiple calls outs or visits are required before the plant is restored to full operation, this shall be considered a single call out for the purposes of the contract. Further visits will be paid at the appropriate rates for planned work not at the emergency call out rates.

Health and Safety

The Contractor shall maintain procedures and always comply with the requirements of the Health and Safety at Work Act 1974 and with any and all Regulations Rules and Orders made under that Act and/or with any re-enactment of the same.

Following acceptance of the Tender by the Client and prior to commencement of the Works, the Contractor shall submit to the Company a copy of the Contractor's Health and Safety Method Statements, and Risk Assessments for conducting the works under the Contract.

The Contractor shall within 48 hours forward to the Client Officer a copy of all accident reports.

The Contractor shall comply with, abide by, submit to and perform all stipulations, directions and prohibitions in all Workplace Regulations, Codes of Practice, procedures, Rules Policies and Reporting Requirements currently employed and observed by the Company in connection with the health, safety and welfare of its employees (hereinafter collectively referred to as "the Workplace regulations") including any such workplace Regulations as may reasonably and lawfully be brought into force during the Contract Period.

The said Workplace Regulations refer to but are not limited to:

- Welfare
- Violence to Staff
- Electricity in the Workplace
- COSHH
- Alcohol and Drug Abuse
- Risk Assessment
- Protective Clothing
- Smoking
- Technology
- Medical Screening for Women
- Workplace Access for Health and Safety Inspectors
- Noise Control
- The Construction (Design and Management) Regulations 2015 (CDM Regulations)

For the enforcement of the provisions as laid out in this Clause covering Health and Safety the Contractor shall use its Health and Safety Officer.

The Client's Safety Officer shall be always given free and unfettered access to all areas of the workplace or other area where operations under the Contract are conducted and to all relevant documentation in order that they may conduct their checks and inspections relating to health, safety, and welfare.

Upon the issue by the Client's Safety Officer of any Notice or verbal or written instructions relating to any breach or non-compliance with any Act, Regulation, rule, Order or Workplace regulation by the Contractor or his Sub-Contractors the Contractor shall immediately and entirely at his own expense take the steps required by such Notice or instruction necessary to remedy the breach or non-compliance.

The Client's Safety Officer shall be empowered to direct the Contractor to stop work on any part of the Contract when he reasonably believes that there has been a breach of or failure of compliance with any Act, Regulation, Rule, Order or Workplace Regulation relating to the health, safety or welfare of the Contractor's own employees and all other persons lawfully involved in the Contract.

No payment will be made for any part of the Contract omitted as a result of a cessation of the Works required by the Company in consequence of any such breach or failure or compliance as previously described. No additional payment will be made for steps which the Client Officer requires the Contractor to take to remedy such breach or failure in compliance.

The Contractor shall be responsible for securing compliance with all matters relating to health, safety, and welfare. Such responsibility shall extend to any sub-Contractor or consultant employed by the Client and placed under the control of the Contractor for the purposes of this agreement. The foregoing shall also extend to the Client's in-house labour resources as and when so employed.

Safeguarding at all times operatives may be required to work in locations that could bring them into contact with children and/ or other vulnerable groups. The Contractor must give due regard to the vulnerability and Safeguarding of Residents when undertaking the works to ensure that they are not adversely affected and allow for any extra costs this may incur.

Excepted Risks

The "Excepted Risks" are riot, war invasions, act of foreign enemies hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds or a cause due to use or occupation by the Company, his agents, servants or other Contractors (not being employed by the Contractor) of any buildings of the contract.

Communication and Administration

Operational matters of daily management and administration of the Contract, including the issuing of general instructions to the Contractor, supervisory staff, authorisation of additional work and variation orders, issuing of any notices under the default provisions of the Contract and the certification of payments will normally be undertaken by the Client.

Prior to commencement of the Contract the Client will confirm to the Contractor the powers and duties of the Client Officer and Contractor's Representative.

Any powers or duties under this Contract not delegated to the Client Officer will remain with the Clients Contract Director.

The Contractor is required to attend contract management meetings to review the progress and performance of the Contract. Meetings will be held monthly or as otherwise directed by the Client and be held either at a foul water treatment works sites or at the Offices of the Client and online using Microsoft Teams.

There will also be a dedicated operational email address for the Contractor to use in conjunction with other electronic points of contact that will be explained on award of contract.

Contract Management

Resourcing

The Client is to be allocated a dedicated point of contact who will consult with the Client Officer and their nominated representatives on a regular basis and provide a single point of contact for all queries relating to the contract.

The Contractor must employ and have sufficient persons to successfully deliver the requirements of the Contract. All personnel employed by the Contractor, are to be suitably qualified, experienced, and competent in the work which they are to perform. All field lead operatives on an inspection shall be trained and certificated to “British Water” standards or equivalent.

The Contractor is to ensure that every person it employs is always properly instructed with regard to the requirements of the Contract and health and safety matters.

It is necessary for the Contractor to be able to demonstrate that operatives are appropriately qualified and fully conversant with the Codes of Practice, Regulations and any other applicable standards and have experience of this type of work.

Contract Meetings

The Contractor will be required to attend monthly contractual management meetings to review how the contract is progressing.

A formal agenda will be developed that reflects the work undertaken and will include, but will not be limited to: -

- Monitoring of service delivery
- Sample test results and actions
- Repairs and technical issues
- Environmental incidents -actual and potential
- Health & safety issues
- Job administration
- Key Performance Indicators
- Complaints / compliments
- General contract management – comms
- Variations to contract

It is anticipated that they will occur at a maximum of monthly intervals, but additional meetings or telephone calls should be anticipated during the mobilisation period, during the initial servicing cycles and in the event of performance concerns.

Works Job Orders

All job management will be run through The Clients Supplier portal.

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

Client's Contractor Portal Usage

Individual job orders will be raised and issued via the Client's contractual portal for every individual required task item required on a site-by-site basis. Except in an emergency or other extenuating circumstance noted below no works should be undertaken without an order as payment may be withheld.

Upon award of contract the Client will issue instructions on gaining access to the contract portal and will provide some initial training.

Routine cyclical job orders for routine PPM servicing and tank emptying and non-urgent repairs will be raised in accordance with the specified service intervals with a 30-day target date.

The following is an overview of the expectation of the Contractor use of the Clients Portal the timeframes outlined below must always be adhered to. The necessary administration provision must be allowed for within the Contractor's 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. The Contractor will ensure the Client is provided 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.

All jobs should go through 3 main stages; accept or reject, schedule, complete. Timeframes for these are as follows:

- Accept or reject - 48 working hours
- Schedule - within 48 working hours after acceptance.
Please note if not able to schedule, notes or reasons can be applied to communicate delays.
- Complete - Within 4 working days of the job/visit being completed.
All completions/visit completions require a worksheet. Notes should be used to communicate delays.

Job management is a crucial part of the Contractors role, so The Client insists that notes are added throughout the job life cycle to ensure all parties are aware of the current situation with each issued job.

Urgent repairs and additional tank emptying will be raised on shorter target dates depending on the urgency involved. The target dates are set as follows:

Emergency call outs will either be raised by telephone or email and a confirmation order will follow. These will have a 4-hour target critical time.

Outside normal Client working hours emergency calls will come from an external call centre, which provides this service overnight, at weekends and during holiday periods. Calls from the external call centre are to be accepted as being direct from The Client and a confirmation job order will be issued on the next available working day.

Calls generated directly through plant telemetry systems must be assessed by the Contractor and allocated the appropriate priority. Resulting visits shall be advised to The Client once attended or on the next working day if received out of hours. A confirmation order will be raised and issued on the next working day.

No emergency or out of hours call out payments will be paid where this is a result of the Contractor not allocating an adequate priority to a telemetry alert.

Under no circumstances should calls be accepted, and/or acted upon, from anyone or any other party except from nominated Client representatives. All such calls should be directed to Aster Customer Services (0333 400 8222) at any time of day.

Job orders will be issued to the appointed Contractor via the Client's Contractor portal.

Payment Application & Invoicing

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 The Client.

A pre-formatted Client payment application (PA's) shall be submitted within 7 days of any month completed. Two PA's must provide the following detail, The month the PA relates too, the Clients job number, the site address, description of works and cost.

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.

Note: Red Copies of the relevant NICEIC Test Certificates duly completed by a NICEIC registered electrician for individual installations are to be submitted with the corresponding invoice. Payment will not be made without this documentation.

Contractor to provide account statements on a monthly basis detailing outstanding invoice. The Client will provide an outstanding job report on a monthly basis where invoices or job updates are required.

Unsatisfactory Work

If the Contractor shall fail to remove or make good any defective or unsatisfactory work when required to do so by the Client, the Client shall have power to take the work out of the Contractor's responsibility to be completed and/or make good the unsatisfactory work and may offset, from any money due to the Contractor, the full amount of any costs incurred in so doing including any Clients costs should they occur. No payment will be made for such unsatisfactory work.

The Contractor shall ensure that all defects/faulty workmanship of whatever nature is corrected at the Contractor's sole expense to comply with the requirements of the Contract within a period agreed with the Contract Officer.

Key Performance Indicators ("KPIs")

The Key Performance Indicators (“KPIs”) will be used for the following purposes:

To monitor performance of the Contract with a view to both the Client and Contractor will attend monthly contract meetings to assess the ongoing delivery and identify any need for improvement across the contract delivery.

The Contractor shall use reasonable skill and care to achieve the KPIs and shall take all practicable steps to ensure that its Subcontractors, Suppliers and Subconsultants are subject to the KPIs. The Employer shall monitor and assess the Contractor’s performance by reference to the KPIs.

To identify performance below the performance target which, if continued for 3 monthly measurement period, or applies to 3 or more KPIs, within any given month this will lead to a requirement from the Contractor to produce a Remedial Plan.

This will identify and acknowledge the performance issue(s) that is/are below the minimum standard that the Client is prepared to accept (“Minimum Acceptable Performance”) and which, if not improved, will lead to the termination of the Contract by Contractor default.

KPI 1 Routine and periodic monthly tasks – completed in time	
Purpose	To measure the Contractor’s conformity in meeting the routine and periodic monthly task requirement
Metric definition	The difference between the number of job cyclical activities and by Client and issued for any given month against the stated ppm schedules. The actual completion of each job as stated by confirmation of a completed status (CO) against each job raised via the Contractor portal. This discounts any unforeseen break downs & repairs requiring additional works
Target	%
Measurement period	Monthly
Reporting interval	Monthly
Collection of data	Contractor
Data processor	Client

KPI 2 Sampling and notification time periods, environmental incidents, and other sample failures	
Purpose	To measure the Contractor’s conformity in meeting the routine and periodic sampling and reporting in line with specified timescales
Metric definition	The difference between the required number of samples required and ones completed within specified timescales.
Target	%
Measurement period	Monthly
Reporting interval	Monthly
Collection of data	Contractor
Data processor	Client

KPI 3 Completion of repairs on time against stated completion dates when repairs jobs are raised and issued through the Contractor portal	
Purpose	To measure the Contractor's conformity to completing repairs in line with specified required timescales.
Metric definition	The difference between the number of Jobs that should have been completed within the identified repair timescales. To be completed during the Measurement period with the actual jobs having been satisfactorily completed within scheduled timescale.
Target	%
Measurement period	Monthly
Reporting interval	Monthly
Collection of data	Contractor
Data processor	Client

KPI 4 Job administration	
Purpose	To measure the Contractor's conformity in meeting all specified administration processes against jobs raised.
Metric definition	The proportion of Orders where the data, documentation and financial information is found on a post-inspection/audit by the Client as Defect free expressed as a percentage of the total number of Orders post-inspected or audited by the Client
Target	%
Measurement period	Monthly
Reporting interval	Monthly
Collection of data	Contractor
Data processor	Client

KPI 5 Payment applications and invoicing	
Purpose	To measure the Contractor's conformity in meeting submission timescales specified for applications and invoicing.
Metric definition	The proportion of Orders where payment applications, supporting documentation and invoicing is submitted within the specified timescales defect free as a percentage of total orders issued within the measurement period.
Target	%
Measurement period	Monthly
Reporting interval	Monthly
Collection of data	Contractor
Data processor	Client

KPI 6 Communication management	
Purpose	To measure the Contractors conformity in meeting the required timescales for query responses and requests for information
Metric definition	The number of full responses received from the Contractor within 5 working days or 24 hours targets of the notification of a Formal Complaint during the Measurement Period as a proportion of the total number of Formal Complaints forwarded by the Client to the Contractor during the Measurement Period.
Target	%
Measurement period	Monthly
Reporting interval	Monthly
Collection of data	Contractor
Data processor	Client

KPI 7 OOH & emergency targets	
Purpose	To measure the Contractor's conformity in meeting the identified targets
Metric definition	The number of Orders for OOH and Emergency Works Tasks with Response Periods expiring during the Measurement Period that were completed within their Response Periods as a percentage of the total number of Orders for Emergency Works with Response Periods expiring during the Measurement Period
Target	%
Measurement period	Monthly
Reporting interval	Monthly
Collection of data	Contractor
Data processor	Client

KPI 8 Service Performance & Health and safety	
Purpose	To measure the number of reportable accidents and RIDDOR incidents involving the employees of the Contractor and their Subcontractors.
Metric definition	Reportable accidents and RIDDOR incidents involving the employees per year for the Contractor and their Subcontractors.
Target	%
Measurement period	Monthly
Reporting interval	Monthly
Collection of data	Contractor
Data processor	Client