

## **General Service Specification**

### **Provision of data and voice cabling services**

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#### **1. Introduction**

Tenders are invited for the provision of data and voice cabling services. This will include Category 5e data cabling, fibre optic cabling and telephone cabling.

#### **2. Service Required**

Prices are to be submitted for the services detailed in Document 5a and 5b

#### **3. Nominated Officers**

Account Manager

The successful Contractor will appoint a Contract or Account Manager, who will be responsible for the day to day running of the contract and will be the primary contact point for issues arising out of the operation of the contract.

Project Manager

The successful Contractor will appoint a project manager for each project.

Project Supervisor

The Trust will provide a named project supervisor and a named site contact for each project.

Local Site Contact

The Trust will provide a named Local Site contact for each project.

#### **4. Ordering Procedure**

It is envisaged that orders will be raised for each cabling project. Orders and requests for service will be issued from the Leicestershire Health Informatics Service on behalf of the Trust.

#### **5. Rendering of Accounts**

The Contractor shall submit an invoice to the IT Programmes department in accordance with the instructions given.

Payment will be on presentation of invoice.

The invoice shall clearly show the establishments to which it refers, the Trust's official order number, and/or other information specified by the Trust. Copies of the signed satisfaction note(s) for work completed during the invoice period shall accompany the invoice

#### **6. Prices**

Prices shall be submitted in accordance with Document 5a and 5b.

Prices shall be held for 12 months from the start of the contract. Any increases shall be requested in writing giving 2 Months notice, and shall not exceed the Retail Price Index, or other nominated index to be agreed with the successful Contractor.

## **7. Health and Safety**

Contractors who are employed by the Trust on works connected with the Trust shall comply with the Trust's Health & Safety Policy, a copy of which will be provided to the successful Contractor.

Any equipment, including personal protective equipment supplied and used by the Contractor, must comply with the current legislation and all relevant British Standards and EU Standards.

Any accidents or near misses by the Contractor must be reported in accordance with the current legislation and the Trust's recognised procedure for reporting such incidents, a copy of which will be provided to the successful contractor.

The Trust acknowledges its responsibility towards Contractors and will therefore treat the Contractors' Staff as a direct employee if any conditions of the policy are breached.

All work shall be executed in accordance with Document 3b, Technical Specification.

## **8. Control of Contractors Policy**

Contractors who are employed by the Trust on works connected with the Trust shall be subject to the Trust's Control of Contractors Policy, a copy of which will be provided to the successful Contractor.

Contractors will be required to abide by the terms and spirit of all Trust Policies in as far as they affect Trust Employees, assets and patients.

## **9. Sustainability Policy**

### **Transport Policy**

As part of the 'Greening the NHS' Agenda, the Trusts must be assured that Contractors are addressing transportation issues, for example in reducing the environmental impacts of travel. Tenderers are required to submit with their offer a copy of their Transport Policy.

### **Environmental Policy**

Trusts must be assured that Contractors are addressing environmental issues. The Trusts are committed to working with designated key Contractors to improve their environmental performance. Tenderers are required to submit with their offer a copy of their Environmental Policy.

## **10. Location of Work**

The location of work covers premises within the Trust. Certain premises will require particular attention, due to the client base of the unit.

Contractors must always report to the Local Site Contact on arrival on site prior to commencing, and on completion of work, completing any necessary documentation.

Contractors' staff shall confine themselves to the locality of their work.

The Cafeterias and Dining Rooms are for the use of Trust Staff only, unless otherwise specified by the Local Site Contact.

Contractors' staff shall pay particular attention to security, ensuring that doors are properly closed and secured after passing through them; and adequate barriers and/or warning signs erected, with the prior agreement of the Local Site Contact.

The Contractor shall ensure that all reasonable means of pedestrian and vehicular access are maintained for staff and patients whilst the service is carried out. The whole of the

service shall be carried out so as to cause the minimum inconvenience.

The Contractor shall note that his responsibility includes safeguarding the works with particular consideration to patient and members of the public, including children, the elderly, physically ill and disabled, and mentally ill or disabled people.

#### **11. Communications**

The contractor shall supply the Trust with relevant telephone numbers for immediate contact at all times. An answer phone or message system is **NOT** acceptable.

#### **12. Restitution of Damage**

Any damage caused to site property, arising out of execution of the Works, shall be made good at the Contractor's own expense provided that the same is due to neglect, omission, or default of the contractor or his workmen.

#### **13. Keys**

Any Site keys, which maybe loaned to the Contractor(s), shall be kept in the care of the person-in-charge of the Works who shall be responsible for their safekeeping.

Such keys shall be collected from and returned to the Local Site Contact on arrival and departure from the premises. The greatest care shall be taken to ensure that the keys are not made accessible to unauthorised persons, mislaid or lost.

Any loss shall be reported to the Local Site Contact and the loss made good, including any consequential loss for items such as replacement suited lock systems.

#### **14. Plant, Tools & Equipment**

It shall be the Contractor's responsibility to ensure that substances and equipment which could constitute a danger shall be kept secure from interference by patients and staff and shall be kept in view at all times. No items shall be left on site overnight.

The Contractor shall, before leaving the working area, secure all materials, plant and equipment; and shall immediately report any losses to the Local Site Contact.

All Plant, Tools, and Equipment used shall be clean and fit for purpose. Any grease, oil, loose dirt etc. shall be removed prior to entering any area. The Trust reserves the right to prohibit any plant, tools, or equipment not fit for purpose being taken into the area. All cleaning materials shall be lint free.

The Contractor shall provide all necessary equipment including steps, trestles and scaffolding equipment to enable the work to be carried out efficiently and safely.

#### **15. Protection of Trust Equipment**

The Contractor shall provide complete protection of all Trust equipment against dust, dirt and water penetration whilst work is in progress.

All debris shall be removed from site following completion of service.

#### **16. COSHH**

All materials used shall be in accordance with the Control of Substances Hazardous to Health Regulations 1994, and approved prior to use by the Trusts' Nominated Officer. No substances or chemicals shall be used without prior approval.

COSHH Data Sheets shall be submitted for all substances and chemicals used on site. Substances and chemicals may not be brought on site if COSHH Data Sheets have not been submitted in advance.

## 17. Maintaining Fire Security

The contractor shall take all reasonable precautions to prevent the outbreak of fire.

The contractor must draw the attention of all his staff to the special vulnerability of hospital patients in the event of fire and the dangers of careless disposal of matches and cigarettes must be fully impressed upon them.

All premises, and their perimeter areas, covered by this contract are **NO SMOKING** areas.

Fire Exits and Escape Routes must be kept unobstructed and available for use at all times.

The Contractor(s) must be aware that Fire Alarm Systems and Detectors/Break Glasses **will not normally be isolated**. Extreme care shall be taken when working around these items.

## 18. Access

Contractors' Vehicles must at all times keep to the access roads within sites, and not overrun or park on verges or roadsides. The site speed limits must be observed at all times. Where no speed limit is notified, vehicles shall not exceed 10 m.p.h.

Access to sites must be agreed with the Project Supervisor.

Drivers of vehicles should note that pedestrians may have physical or mental impairments, and therefore extra care is required on site access roads.

## 19. Subcontractors

Services provided by the successful Contractor(s) will not be subcontracted except where specifically stated in document 3b.

## 20. Referees

Tenderers are required to submit with their offer the names and addresses of three referees. The referees offered should include other NHS Trusts or Public bodies.

## 21. Financial Statements

Tenderers are required to submit with their offer the last three years audited Financial Statements for the company.

## 22. Risk Assessment

Tenderers are required to submit with their offer a Risk Assessment Statement detailing the means by which they intend to control the exposure to hazards; and full method statements for carrying out the works.

In accordance with the Management of Health & Safety at Work Regulations 1999, the Contractor is required to assess the risk to workers and any others who may be affected by his operation. The significant findings of that assessment must be recorded and the Trusts Contract Manager informed in writing.

## 23. Contract Handover Co-Operation

On expiry of the contract

The Contractor(s) shall provide within 21 days of being requested, all information the Trust considers necessary to enable the Trust to issue tender documents for the Services in compliance with Transfer of Undertakings (Protection of Employment) Regulation 1981.

The Contractor(s) shall co-operate fully with the Trust during the handover leading to termination of Agreement. This co-operation shall extend to full access to all documents, reports, summaries and any other information required to achieve an effective transition without disruption to routine operation requirements.

Any equipment purchased for use under this Agreement, which has been paid for by the Trust, shall remain the property of the Trust and shall be handed over to the incoming provider or the Trust.

The Contractor(s) shall ensure that any computerised filing, recording, documenting, planning and drawing software systems utilised by the Contractor(s) is transferred free of any charges to the Trust or persons designated by the Trust to facilitate a smooth handover of services at expiration or termination of the Agreement.

## **24. Specification of Requirements**

### **24.1 Innovation**

The Trusts are seeking offers for a Data and Voice Cabling Service on the basis of a specification using the quality standards detailed, with the opportunity for the successful Contractor to suggest innovative solutions for service provision, to be considered by the Trusts. Tenderers should submit any innovative solutions with their tender return (Document 5a).

### **24.2 Efficiency Savings**

The Trusts attach the utmost importance to achieving efficiency savings. The successful Contractor(s) should consult with the Trusts' Responsible Officer(s) if, during the performance of the Contract, the successful Contractor can identify potential savings through changes to the specification. At Review Meetings, the successful Contractor(s) will be expected to advise the Trust on the potential areas for efficiency savings. The Trusts may set targets for efficiency savings as part of the contract review process, which will take account of any Government policy.

## **25. Implementation**

Tenderers are required to submit with their bids a detailed project plan clearly identifying tasks, timescales, activities and responsibilities for the implementation of the contract.

## **26. Presentation**

There maybe a requirement to give a presentation to Trust officers on the proposed Service identifying the benefits of that proposed service and how developments could be achieved.

## **27. Tender Evaluation Methodology and Scoring**

The following criterion and scoring will be used to evaluate all Tenderers returned documentation:

1. Ability to meet the standards/requirements of the service specified
2. Method Statements for the operation of the service
3. Added Value/Proactive Approach – Innovation
4. Quality of Return
5. Finances

## Technical Specification

### Provision of data and voice cabling services

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#### 1 Requirement

1. The Trust requires provision of cabling installation services. This will include Category 5e data cabling, fibre optic cabling and telephone cabling.

#### 2 Timing

1. Service timescales will be agreed on a project-by-project basis, however the contractor MUST be available to commence work on site:
  - 1) within 5 working days of any request for projects of less than 5 double outlets
  - 2) within 15 working days of any request for projects of more than 5 double outlets
2. The contractor MUST be available to work on site:  
Monday to Friday 8.30-5:30 excluding bank holidays, and cover MUST be provided in the case of sickness and absence. The Trust requires a minimum of 5 working days notice, in writing, if this cannot be achieved.
3. Quotations for each project must be supplied within 5 working days of a site survey.
4. The Contractor must be available to carry out a site survey within 5 working days of any request.

Tenderers are required to submit evidence of working to the time schedules advised above.

#### 3 Service Provision

1. The Contractor must provide services to all sites listed in Appendix 1.
2. The Contractor must provide services to new sites added to those listed in appendix 2 during the course of this contract.
3. The Contractor must provide the Trust with a Supplier Contact Document.  
The document will contain  
Contractors contact details  
Escalation procedures  
Service Level Agreements  
Pricing Schedule

#### 4 Project Management

1. The Contractor will provide a project plan for each cabling project. The plan will contain:

Date and time of commencement of work  
Duration of the project  
Expected completion date  
Any special requirements  
Names of contractors operatives  
Method statement of the work to be done  
Risk Assessments, as required  
Drawing detailing proposed cable routes

Details of the method of maintaining fire compartmentation.

2. Leicestershire Health Informatics will provide a named project supervisor and a named site contact.
3. The Contractor must provide project management for the period of time on site.
4. The Contractor must liaise with the project supervisor to ensure that the project is completed in a timely manner without undue interference to the operation of the site.
5. The Contractor must inform the project supervisor immediately of any incident that may affect the Trust service or site operation.
6. The Contractor must ensure that Contractor staff abide by and adhere to Trust Policies and Procedures, where they apply to each project.
7. Work Orders and Permits to Work [where required] will be issued by the project supervisor. These must be available at all times and may be examined by any Trust personnel on request.
8. On project completion all work orders, permits and test results must be returned to the Project Supervisor.
9. At the end of each day and on project completion all badges and keys must be returned to the Site Contact.

## **5 Service Requirement**

1. Permission MUST be obtained from the site contact prior to commencing any work or to carry out any testing.
2. All work areas must be left clean and tidy.
3. All ceiling tiles MUST be removed and replaced by the Contractor using recommended equipment. Any tiles, which are damaged or dirty, MUST be replaced. Storage of ceiling tiles during works are the responsibility of the Contractor at no additional cost to the Trust.
4. When works penetrate fabric or structure of any component, wall or ceiling, which form part of fire compartmentation of the building - all voids created must be made good using a suitable intumescent material.
5. Where there is a requirement to route cables through areas containing asbestos and it is agreed with the project supervisor that there is no other practical alternative. The Contractor must ensure that a specialist asbestos Contractor is employed to drill, seal around the area and dispose of the asbestos safely off site.

This procedure may be carried out by the Contractor subject to the Trust's Facilities department being satisfied of the level of competence of the Contractor. Alternatively, this may be sub-contracted to an agreed 3<sup>rd</sup> party specialist Contractor.

6. Where underground ducts are required all cables must be armoured to prevent rodent damage. The installation of underground duct may be sub-contracted to an agreed 3<sup>rd</sup> party specialist Contractor.

## **6 Service Specification**

1. Before any work is carried out photographs must be taken that show the current status of the area where the cabling will take place.

Photographs must also be taken once the work is complete that show all the work that has been

carried out by the Contractor.

Photographs must be in JPEG format and supplied on a CD at the completion of the project

2. Site surveys and quotes must include the installation of cable trays, where required.
3. The Contractor must include any cabling management if required.
4. If there is requirement for a new patch panel, the contracting company must supply and fit.
5. All cabling work MUST be clipped and tied to existing trays. Where necessary, new tray or conduit work MUST be supplied and fitted.
6. All surface mounted back boxes MUST not be more than 30mm depth.
7. All cabling must be surface mounted, unless otherwise agreed with the project supervisor, in suitable containment.
8. Sockets must be installed at dado height unless otherwise agreed with the project supervisor.
9. Specification for :

Fibre –	50/125 4 core
Sockets –	Cat5e
Fibre Terminations –	ST Type
Baluns -	PABX Master Tailed
Data Cab -	42u x 800 x 800, 20 vertical management rings, 1U horizontal management bars – 1 for each patch panel. 6 way PDU. 4 fan tray.
Cable Tray -	100/200/300mm light or medium gauge as required
Trunking -	50x50mm 100mmx100mm as required
Voice Patch Panels-	50 way RJ45 voice

## 7 Testing and Commissioning

- 1 On project completion each new socket should be tested and certified In accordance with the relevant standards. The test report must be given to the project supervisor.

## 8 Contractor Conduct

- 1 All contractors MUST carry out the work in accordance with the Health and Safety at Work Act, all other relevant legislation and all relevant Trust policies and procedures.
- 2 Any contractor found to be in breach of any relevant Trust policy or procedure will be ask to leave site immediately by the project supervisor or any trust employee. A breach of this nature may result in the termination of this contract.
- 3 Contractors should were identification badges and an appropriate uniform indicating their company at all times when on site.
- 4 Contractors must wear Trust supplied Visitors badges at all times when on site.

Tenderers are required to submit their identification and uniform policy.



## **9 Service Review**

- 1 A scheduled programme of regular meetings **MUST** be held to review the performance of this contract, the suggested frequency is at least monthly. The Agenda and minutes for these meetings will be provided by the Contractor. A full service review meeting **MUST** take place twice a year.
- 2 The Contractor will supply evidence of compliance with:
  - Section 2 – Timing
  - Section 4 – Project Management
  - Section 8 – Testing and Commissioning

## **10 Failure to meet service levels**

- 1 In the event of a failure to meet the service levels contained within this document the Trust will require the Contractor to take such corrective actions as are deemed necessary.
- 2 In the event of a failure to meet service levels contained within this document the appropriate escalation procedure detailed in the Supplier Contact document (Paragraph 3.3).

Tenderers are required to submit both their failure escalation procedures and an example of their 'Supplier Contact' documentation.