

## Utilities Management Output Requirement

### 1 DEFINITIONS

Any reference to the "Outline Requirement" shall be a reference to this Utilities Management Outline Requirement (including the Appendices hereto).

In this Outline Requirement the following words and phrases shall have the following meanings unless the context otherwise requires:

<b>“Utilities Management Service”</b>	Means those services to be carried out pursuant to this Outline Requirement.
<b>“Utility Company”</b>	Organisation providing utilities services.
<b>“Utilities”</b>	<ul style="list-style-type: none"><li>a) Electricity supply.</li><li>b) Gas supply</li><li>c) Water supply</li><li>d) Solid waste disposal</li><li>e) Liquid waste disposal</li><li>f) Surface water disposal</li><li>g) Fuel Oil Supplies</li><li>h) Telecommunications Networks</li></ul>
<b>“Utility User(s)”</b>	<ul style="list-style-type: none"><li>a) Patients;</li><li>b) Staff;</li><li>c) Visitors;</li><li>d) External Contractors/Service Providers</li><li>e) Utility Company.</li></ul>

### 2 KEY OBJECTIVES

The Project Co shall provide a Utilities Management Service to provide Utilities to meet the requirements of the Trust's operations, economically, and with due regard to renewable services.

### 3 KEY CUSTOMERS

The key customers for the Utilities Management Service are:

- a) Patients;
- b) Staff;
- c) Visitors;

- d) External Contractors/Service Providers;
- e) Utility Company.

## **4 PROCESS**

### **4.1 Scope**

Project Co shall comply with all requirements relevant to the delivery of the Utilities Management Service.

In addition to the requirements set out in the Technical Requirement, Project Co shall comply with the standards and requirements set out in this Outline Requirement.

Project Co shall procure and manage all utility services including but not limited to:

- a) Electricity;
- b) Gas;
- c) Fuel Oil;
- d) Water;
- e) Sewerage;
- f) Telephones;
- g) Solid Waste Disposal;
- h) Liquid Waste Disposal; and
- i) Surface Water Disposal.

Project Co shall be responsible for:

- a) Securing and maintaining connections to Utility Company services of adequate capacity to supply the requirements of the Trust under all anticipated operating conditions;
- b) Ensuring Utility supply specifications are consistent with the requirements of the Trust operations;
- c) Undertaking all testing, cleaning and maintenance as required by the Utility Company;
- d) Putting in place a procurement procedure that ensures Utility Company charges are optimised except where Scottish Healthcare Supplies contracts are required by the Trust; and
- e) Arranging for standby provisions to cater for those eventualities where Utility Company connections are unable to meet the demand placed on them.

Project Co shall have sole responsibility for ensuring that all external Utility service infrastructure, from the point of connection to the Utility Company distribution/connection point, to the point of connection to the buildings comprising the Facilities, is maintained in a fully functioning condition and in compliance with:

- a) NHS Energy Policy (Encode and Greencode);
- b) Applicable Hospital Policies;
- c) Utility Company regulations; and
- d) Sustainable Development in the NHS.

## **4.2 Service Requirements**

### **Procurement and Continuity of Supply**

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| <b>01</b> | The Utilities Management Service shall procure all Utilities at minimum cost with consideration given to purchasing energy derived from renewable energy sources except where Scottish Healthcare Supplies contracts are required by the Trust. The Utilities Management Service shall continue to lead contract negotiations with the utilities supplier to identify the most appropriate tariffs to the Trust and liaise with other relevant parties (such as Service Providers) regarding other elements of the energy package with the supplier, such as alternative energy options. | <b>SP01</b> |
| <b>02</b> | The Utilities Management Service shall ensure that an adequate continuous supply of energy is available 24 hours a day, 365(6) days per year for the duration of the contract. This shall include the provision of standby provision for all electrical power supplies. The Utilities Management Service shall ensure the provision of Utilities such that wherever possible Utilities can be maintained without disruption to Utility User(s).  | <b>SP02</b> |
| <b>03</b> | Where significant disruption to Trust operations as a result of the Utilities Management Service fulfilling its Energy and Utilities Services obligations is unavoidable, the Utilities Management Service shall agree with the Trust appropriate arrangements to minimise the extent and duration of the disruption at Project Company's expense.   | <b>SP03</b> |
| <b>04</b> | The Utility Management Service shall inform the Trust Representative of all scheduled interruptions to any Utility supply that may or may not affect Trust operations.   | <b>SP04</b> |
| <b>05</b> | The Utility Management Service shall have sole responsibility for ensuring that all-external Utility infrastructure, from the point of connection to the Utility Company distribution/connection point, to the point of connection to the buildings comprising the Facilities. This is to be maintained in a fully functioning condition and in compliance with relevant standards and regulations.  | <b>SP05</b> |
| <b>06</b> | The Utility Management Service shall regularly review and amend as required the Utility supply specifications such that they are consistent with the requirements of the Trust operations.   | <b>SP06</b> |

### **Utilities Information and Management**

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| <b>07</b> | In relation to property and buildings comprising the Facilities, the Utility Management Service shall maintain appropriate records in relation to all specific license requirements where the Utility Management Service is responsible for obtaining such licenses. Where the Trust is responsible, the Utility Management | <b>SP07</b> |
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Service shall only be obliged to maintain records that have been provided to it by the Trust.

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| <b>08</b> | The Utility Management Service shall ensure all test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) are maintained accurately and updated appropriately and are available for inspection by the Trust or any other relevant party.   | <b>SP08</b> |
| <b>09</b> | The Utility Management Service shall ensure all information and records are up to date, precise and accurate and available for inspection by the Trust or any other relevant party.  | <b>SP09</b> |
| <b>10</b> | The Utility Management Service shall prepare and supply to the Trust monthly returns for all fuel and water (meter readings and invoices), this shall include annual Non Household Waste and Sewerage charges, Trade Effluent Volumes and costs. In addition to the above the Utility Management Service shall prepare and supply all information reasonably required by any party, to whom the Trust are obliged to present information at any time in relation to the performance of the Utility Management Service. | <b>SP10</b> |
| <b>11</b> | The Utility Management Service shall maintain records detailing any complaints made with respect to the Service and action taken.  | <b>SP11</b> |
| <b>12</b> | The Utility Management Service shall provide any ad hoc reports as required by the Trust relating the provision of utilities to the Trust Site or the Utilities Management Service.  | <b>SP12</b> |

### **Utility Efficiency Management**

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| <b>13</b> | The Utility Management Service shall ensure the Service is cost effective, comprehensive in nature, addresses all technical, managerial, operational and purchasing issues, and maintains the integrity of supply of Utility. The Service shall include but not be limited to:   | <b>SP13</b> |
|           | <ul style="list-style-type: none"><li>a) Monitoring and controlling the performance of buildings, plant and equipment to minimise the consumption of energy and other utilities whilst enabling the attainment of optimum environmental conditions required for modern health care buildings;</li><li>b) Designating Staff as either competent or suitable and suitably qualified, trained designated people to provide the Utility Management Service;</li><li>c) Administering Hazard and Safety Notices in accordance with Trust procedures, recording, distributing and evaluating such notices and ensuring that all required notification procedures to the NHS and M.D.A. of any equipment or plant failure are complied with;</li><li>d) Achieving energy performance and water use targets in accordance with the energy and water performance indicator targets detailed in the Technical Requirements in accordance with Trust, NHS and governmental requirements;</li><li>e) Advising on Utility consumption and revenue cost implications throughout the concession period for estate upgrading/modernisation schemes and new developments;</li><li>f) Provision, management and operation of an approved effective building management system which is compatible with the Trusts central energy</li></ul> |             |

management system (Trend);

- g) Production of an annual Utility report for the Trust (together with monthly progress reports);
- h) Form and chair a joint Utility working group. This group will meet at least annually and Project Co shall agree with the Trust a utility conservation policy that shall establish consumption targets.
- i) Inform any sub-contractors staff, and ensure they are made aware of the aims of the Trust Energy policy and are given guidance on its implementation.

**Performance Parameters - Utilities Management**

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP01a	Procure Utilities at minimum cost with consideration of renewable sources of energy.	QF	Medium	N/A	N/A	A	3
SP01b	Lead contract negotiations with the Utilities supplier to identify the most appropriate tariffs to the Trust and liase with other relevant parties.	QF	Low	N/A	N/A	A	4
SP02a	Ensure integrity of electrical supply to essential circuits and distribution networks is maintained at all times.	QF	High	N/A	N/A	M	4
SP02b	Ensure integrity of electrical supply to non-essential circuits and distribution networks is maintained at all times.	QF	Medium	N/A	N/A	M	4
SP02c	The integrity of water supply is maintained at all times.	QF	High	N/A	N/A	M	4
SP02d	The integrity of gas supply is maintained at all times.	QF	High	N/A	N/A	M	4
SP02e	The integrity of oil supply is maintained at all times.		High	N/A	N/A	M	4
SP02f	The integrity and functionality of the sewage and trade effluent disposal systems are maintained at all times.	QF	High	N/A	N/A	M	4
SP02g	The integrity and functionality of the telephone systems are maintained at all times.	QF	High	N/A	N/A	M	4
SP02h	The integrity and functionality of the surface water systems are maintained at all times.	QF	High	N/A	N/A	M	4

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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP03a	Establish Contingency Plans for the loss of Utility provisions and have been reviewed within last 12 months.	QF	High	N/A	N/A	A	4
SP03b	Implement Contingency Plans for the loss of Utility provisions.	FE	A – D	As appropriate	As appropriate	R	1
SP04	Receive written consent from the Trust Representative prior to scheduled interruptions in Utilities.	QF	High	N/A	N/A	M	2, 3,4, 7,8
SP05	Ensure external Utility infrastructure is maintained in a fully functioning condition.	QF	High	N/A	N/A	M	2, 3,4, 7,8
SP06	Ensure all Utilities provided are consistent with the requirements of the Trust operations.	QF	Medium	N/A	N/A	M	2, 3,4, 7,8
SP07	Ensure all Utility Licenses are current, correct for the current supply requirements and available for inspection by the Trust, Statutory Bodies and or Utility Supplier.	QF	High	N/A	N/A	R	2, 3,4, 7,8
SP08	Ensure all test certificates and appropriate documentation and records are maintained accurately, updated regularly and available for inspection by the Trust or any other relevant party.	QF	Medium	N/A	N/A	R	2, 3,4, 7,8
SP09	Ensure all information and records are up to date, precise, accurate and available for inspection by the Trust or any other relevant party.	QF	Medium	N/A	N/A	R	2, 3,4, 7,8
SP10	Prepare and supply information reasonably required by any party, to whom the Trust are obliged to present information relating to performance of the Utilities Management Services.	QF	Low	N/A	N/A	D	2, 3,4, 7,8

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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP11	Maintain records regarding complaints about the Utilities Management Service and the action taken.	QF	Medium	N/A	N/A	M	2, 3,4, 7,8
SP12	Provision of ad hoc reports as required by the Trust relating to the Utilities Management Service.	QF	Low	N/A	N/A	D	2, 3,4, 7,8
SP13a	Monitor and control the performance, plant and equipment to minimise Utilities consumption whilst achieving the optimum environmental conditions required by the Trust.	QF	Medium	N/A	N/A	D	2, 3,4, 7,8
SP13b	Staff records clearly indicate staff as competent or suitable and suitable qualified trained persons.	QF	Low	N/A	N/A	M	2, 3,4, 7,8
SP13c	Administer Hazard and Safety Notices in accordance with Trust Policies.	QF	High	N/A	N/A	R	2, 3,4, 7,8
SP13d	Achieve Utility performance/use in accordance with the requirements of Schedule [].	QF	Medium	N/A	N/A	M	2, 3,4, 7,8
SP13e	Provide advice on Utility consumption and revenue cost implications for upgrade/modernisation and new development of the Trust.	QF	Low	N/A	N/A	R	2, 3,4, 7,8
SP13f	Provision, management and operation of an effective Building Management System.	QF	High	N/A	N/A	R	2, 3,4, 7,8
SP13g	Provide annual Utility report to the Trust in the agreed format and quality on the anniversary of Contract date start.	QF	Low	N/A	N/A	A	2, 3,4, 7,8
SP13h	Provide monthly report detailing Utility usage and efficiencies achieved in the agreed format.	QF	Medium	N/A	N/A	M	2, 3,4, 7,8

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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP13i	Ensure the energy working group has met at least one within the last 12 months and consumption targets have been agreed.	QF	Low	N/A	N/A	A	2, 3,4, 7,8
SP14	All Trust staff and sub-contractor staff are aware of the aims of the Trust Energy Policy and given advice on its implementation.	QF	Low	N/A	N/A	A	2, 3,4, 7,8
SP15	All Project Co staff have received training regarding; NHS Energy Policy, Sustainable Development in the NHS, Trust Energy Strategy and Utility providers rules and regulations.	QF	Low	N/A	N/A	A	2, 3,4, 7,8