



Framework Agreement for Property Management Services

Schedule 1: Services Specification Document

National Transport Authority
Haymarket House
Smithfield
D07 CF98

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1. Introduction

- 1.1.1. This document provides a general description of the types of properties and facilities which are to be managed and maintained under the Contract, and a general description of the services to be provided ("**General Requirements**").
- 1.1.2. Particular details of the properties and facilities, maintenance boundaries, and the specific services to be provided ("**Particular Requirements**"), will be included in each call-off tender invitation.
- 1.1.3. The Particular Requirements under each of the Initial Contracts are included in Annexes A to C.
- 1.1.4. Where not defined in this document, defined terms used in this document have the same meaning as the defined terms in the Contract.

2. Scope of contract

2.1. Types of properties

- 2.1.1. The properties to be managed and maintained consist generally of:
 - Bus interchange facilities
 - Bus stops and other on-street bus infrastructure (including automated barriers).
- 2.1.2. The specific properties to be managed and maintained are defined in the Particular Requirements for each contract. All properties to be maintained are deemed to be Authority Locations for the purposes of the Contract.

2.2. Bus Interchange Facilities

- 2.2.1. Bus interchange facilities are generally located on public roads, roads, although some may be on private lands under an agreement between the Authority and the landowner. Bus interchange facilities may include some or all of the following features which require to be maintained:
 - Road pavements
 - Bus stop road markings
 - Footpaths
 - Bus stop kerbs (Kassel kerbs)
 - Grass verges
 - Hedges
 - Trees and shrubs
 - Road traffic signage
 - Bus shelters (some with flag)
 - Canopies
 - Bus stop poles and flags
 - Litter bins
 - Welfare facilities (mobile or fixed)
 - Drainage (SuDS)
 - Automated barriers
 - Fences and gates
 - Seating
 - CCTV
 - Retaining walls

- 2.2.2. Road markings other than the bus stop cage markings, for example pedestrian crossings, are excluded from the scope of this contract.
- 2.2.3. Bus interchange facilities may also include driver welfare facilities consisting of automated public conveniences. The maintenance of these automated public conveniences is excluded from the scope of the Services.
- 2.2.4. Bus interchange facilities are in use during bus operating hours only. However, they are generally accessible to the public at all times. Any restrictions on access are set out in the Particular Requirements.
- 2.2.5. The area to be maintained by the Supplier at each bus interchange facility is indicated on maintenance boundary maps included in the Particular Requirements.
- 2.2.6. The specific facilities present at each bus interchange are defined in the Particular Requirements for each contract.

2.3. Bus stops

- 2.3.1. Bus stops are located on public roads, and may include some or all of the following features which require to be maintained:
 - Bus stop platform
 - Bus stop road markings
 - Grass verges
 - Hedges
- 2.3.2. The bus stop is defined as the passenger waiting, boarding and alighting area, the dimensions of which may vary, depending on the stop type (simple inline, island type, offline layby etc) and local constraints (footpath width, space availability). The scope of bus stop maintenance covers the full length of each bus stop as defined by the waiting, boarding and alighting area, may vary in range between c.36m² to 90m² and allows for boarding and alighting from both front and centre doors of the bus. The boarding areas consist of a concrete footpath which may be edged with kassel kerbs and may incorporate tactile paving. Typical dimensions for each bus stop are included within the information pack and are also available online at [Cycle-Design-Manual Sept.-2023 Low-Res.pdf](#) Typical dimensions are;
 - Inline stops have a hardstand/footpath width of 18 metres in length and 2m wide i.e 36m².
 - Typical detail for island type bus stops are 30m x 3m i.e 90m²
 - Typical dimensions for layby type stops are 18m x3m i.e 54m²
 - Typical dimension for a double stop (twice the length of above inline stop) 36m x 2m wide i.e 72m²
- 2.3.3. Bus stops may also include bus stop poles (with flags and carousels) and shelters including integrated seating. The maintenance of these bus stop poles and shelters is carried out under separate contracts and is excluded from the scope of the Services. However, the Authority reserves the right to include these elements in the Services at a future date.
- 2.3.4. Bus stops may also include digital passenger information displays showing live departure information for the stop. The maintenance of these passenger information displays is excluded from the scope of the Services.
- 2.3.5. The specific facilities present and the area to be maintained by the Supplier at each bus stop are

defined in the Particular Requirements.

3. Mobilisation

3.1. Mobilisation period

- 3.1.1. The mobilisation period shall extend for a duration of sixty (60) calendar days from the Commencement Date.
- 3.1.2. During the mobilisation period, the Supplier shall establish and put in place all the necessary arrangements to ensure the Services can be performed in order to meet the Performance Standards from the end of the mobilisation period, including but not limited to:
- familiarising itself with the Authority Locations and identifying any immediate actions that are required to be taken in terms of maintenance or statutory inspections;
 - establishing and populating the asset register in accordance with section 3.2;
 - carrying out any required condition surveys in accordance with section 3.3;
 - developing the initial Annual Maintenance Plan in accordance with section 3.4;
 - procuring and setting up the Computer Aided Facilities Management (CAFM) system in accordance with section 4.3;
 - produce any required Site Risk Assessments and Method Statements
 - comply with any requirements under the Protection of Employees on Transfer of Undertakings regulations (TUPE), or confirm that TUPE does not apply
- 3.1.3. Within 10 business days of the Commencement Date, the Supplier shall develop, finalise and commence implementing a Mobilisation Plan including an activity schedule in Gantt chart format setting out all of the tasks and timescales needed to ensure the Supplier is ready to commence the provision of the Services.
- 3.1.4. The Supplier shall meet with the Authority on a weekly basis, or as otherwise agreed, to monitor progress on the implementation of the Mobilisation Plan

3.2. Asset registers

- 3.2.1. No later than 60 days after the Commencement Date, the Supplier shall compile a full and accurate asset register of all infrastructure assets, facilities, plant and equipment at the Authority Locations that require regular servicing, maintenance or statutory inspections and tests, and submit this to the Authority for review. The Supplier shall update the Asset Register to accommodate any observations made by the Authority.
- 3.2.2. The Asset Register shall record the following information, as appropriate, for each asset at the Authority Locations:
- Unique ID number e.g stop plate code
 - Category
 - Description
 - Locations and local authority administrative area
 - Manufacturer, Model, Serial number, Barcode, if applicable
 - Year of manufacture
 - Date last serviced
 - Date of last statutory inspection
 - Condition grading
- 3.2.3. The Authority shall be entitled to rely upon the accuracy of any data in the Asset Register provided by the Supplier, including inspection records and communications by the Supplier or the Supplier's advisers. The Supplier shall indemnify the Authority in respect of any losses arising from any misinformation, missing data or miscommunications from the Supplier or the

Supplier's advisers.

3.2.4. The Supplier shall not rely on any asset data provided by the Authority, and shall take all steps necessary to verify the accuracy of the data in the Asset Register. The Authority shall not be liable for any losses arising from any misinformation, missing data or miscommunications from the Authority to the Supplier or the Supplier's advisers.

3.2.5. Following agreement of the final Asset Register with the Authority, the Supplier shall transfer the data in the final agreed Asset Register to the Supplier's CAFM system (see section 4.3).

3.3. Condition surveys

3.3.1. No later than 60 days after the Commencement Date, the Supplier shall undertake and complete a condition survey of all assets at the Authority Locations and provide a report to the Authority, setting out the condition of each asset and budget costs for the repair or replacement as appropriate over a three-year period.

3.3.2. The condition survey will be reviewed and updated annually by the Supplier.

3.4. Annual Maintenance Plan

3.4.1. No later than 60 days after the Commencement Date, the Supplier shall prepare an Annual Maintenance Plan and submit this to the Authority for review. The Supplier shall update the Annual Maintenance Plan to accommodate any observations made by the Authority.

3.4.2. The Annual Maintenance Plan shall include, at a minimum, for each bus interchange facility:

- a list of each routine maintenance activity that the Supplier intends to carry out during the following 12 months, at the level of detail required by the Authority, based on the requirements in this Service Specification and any applicable manufacturer recommendations;
- any standards applicable to the assets;
- the programmed time schedule for each activity listed;
- any required possession times in respect of the planned maintenance activities (e.g. for renewal of road markings).

3.4.3. The Annual Maintenance Plan shall include, for each bus stop:

- a list of each routine maintenance activity that the Supplier intends to carry out during the following 12 months, grouped by bus stop location (e.g. by county or by Dublin postcode area), at the level of detail required by the Authority based on the requirements in this Service Specification and any applicable manufacturer recommendations;
- the programmed time schedule for each activity listed (grouped as above).

3.5. Charges

3.5.1. The cost of carrying out all mobilisation activities described in this section 3 is included in the Mobilisation Fee as set out in Schedule 2 (Payments Schedule) and the Supplier shall be entitled to no additional payment in respect of its obligations set out in this section 1.

4. Management of the Services

4.1. General obligations

4.1.1. The Supplier shall perform the Services to the standards set out in this Services Specification Document and in such a manner that:

- does not prejudice the safety of and does not materially diminish the efficiency or operational life of any part of the property or any assets;
- the property is at all times safe, clean, reliable and continuously available to be used for its operational purposes;
- the Performance Standards are achieved;
- vandalism damage and graffiti are repaired and removed quickly so as to minimise the likelihood of repeat vandalism;
- disruption to general road traffic is minimised;
- ensures the safety of the Supplier's personnel and the general public;
- ensures, as far as reasonably practicable, that the facility is handed back to the Authority on the expiry date in materially the same condition, fair wear and tear excepted, as it was on the Commencement Date.

4.1.2. Where the Supplier chooses to provide all or any part of the Services through an Associated Company, contractor or subcontractor, the Supplier shall ensure that such Services are performed to meet the requirements of paragraph 4.1.1.

4.1.3. The cost of management of services obligations described in this section 1 is included in the Annual Maintenance Fee as set out in Schedule 2 (Payments Schedule) and the Supplier shall be entitled to no additional payment in respect of its obligations set out in this section 1.

4.1.4. The Supplier shall fully indemnify the Authority against all cost, actions, claims or liabilities or damages resulting from any act of negligence, theft, accident or other breach of duty in the performance of the Services.

4.2. Annual Maintenance Plan

4.2.1. No later than 60 days prior to each anniversary of the Commencement Date, the Supplier shall carry out any required updates to the Annual Maintenance Plan for the subsequent 12 months and submit this to the Authority for review. The Supplier shall revise the Annual Maintenance Plan to accommodate any observations made by the Authority.

4.3. Computer Aided Facilities Management system

4.3.1. The Supplier shall provide and maintain a Computer Aided Facilities Management (CAFM) system as a centralised database for planning, managing, recording and reporting on all activities associated with the performance of the Services. A single common CAFM shall be used for the recording of all data for bus interchanges and bus stops. The cost of the CAFM deployment and all licencing costs associated with same shall be borne by the Supplier.

4.3.2. The CAFM shall be of a type and function to be agreed in writing with the Authority no later than twenty (20) Business Days after the Commencement Date.

4.3.3. The Supplier shall provide independent access to all areas of the CAFM to read and, where appropriate, write data to up to three (3) persons nominated by the Authority. The Supplier shall provide training in the use of the CAFM to such nominated persons. The Supplier shall continue to provide access with full functionality to the CAFM to the Authority, at no cost to the authority, for a period of six (6) months after the Expiry Date.

- 4.3.4. The Supplier shall provide all necessary assistance to interface the CAFM and the Authority's IT network systems to enable a real time transfer of data.
- 4.3.5. The CAFM system shall support routine and corrective maintenance activities, streamline workflows, and provide real-time visibility of asset and service performance. The CAFM shall be suitable for a multi-site and multi-service environment and support integration with Authority drawings, asset registers, and operational documentation.
- 4.3.6. The CAFM System shall, as a minimum, have the features and functionality set out in Table 1 as a minimum:

Table 1: CAFM features and functionality

Feature	Functionality
Asset Register	Record all information listed in section 3.2.2 above for each facility asset Track asset condition
Routine maintenance	Generate routine maintenance schedules based on the Annual Maintenance Plan, manufacturer's recommendations, and other custom arrangements. Create work orders with required competencies, materials, work instructions, resource requirements and estimated task durations Hold complete records of all routine maintenance activities carried out, including compliance tracking and evidence capture (such as photographs and checklists)
Corrective maintenance	Logging of faults and required corrective maintenance activities Logging of task orders, including tracking numbers, instructions, description of work, method statements, risk assessments, timing, dates, specifications, references Categorisation of corrective maintenance tasks by priority Hold complete records of all corrective maintenance activities carried out, including compliance tracking and evidence capture (such as photographs and checklists)
Stock management	Management of stocks of spare parts, consumables and other materials
Reporting	Generate custom reports to facilitate trend analysis of asset condition and functionality Generate reports of routine maintenance delivery, including planned versus actual, overdue activities, etc. Generate reports of corrective maintenance activities, including task order status (outstanding or completed), reactive calls by priority, % reactive calls completed, reactive calls by type, etc. Budget and cost control reports

	Performance standards reports
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- 4.3.7. The Supplier shall populate the CAFM system and thereafter maintain the data up to date to reflect the completion of all routine and corrective maintenance activities.

4.4. Defects Liability Period

- 4.4.1. The Defects Liability Period for any works undertaken under as part of the Services shall be 12 months after the date upon which the Authority certifies that the works are completed.
- 4.4.2. In respect of the Services executed (or materials supplied) any defect that may appear within the Defects Liability Period arising from any failure or neglect on the part of the Supplier in the proper performance of the Services, shall be made good by the Supplier at its own cost.
- 4.4.3. The Authority will give the Supplier notice of any such defects requiring them to be made good within the prescribed timescale.
- 4.4.4. If it becomes necessary for the Supplier to make good any defective portions of the works, the Defects Liability Period for the portion of the works made good will start again, running for another 12-month period.
- 4.4.5. In case of default by the Supplier, the Authority may provide labour and materials or enter into a contract or contracts to make good such defects and all costs and expenses consequent thereon shall be borne by the Supplier and shall be recoverable from the Supplier by the Authority.
- 4.4.6. At the discretion of the Authority, an independent expert may be appointed to test the works and materials to determine the cause of the defect. Such an appointment will be made by prior agreement between the Authority and the Supplier and the costs of the independent expert shall be borne by the Supplier only if the test discloses that the said works or materials are not in accordance with the provisions of the Agreement. The report of the independent expert shall be final and conclusive.
- 4.4.7. If any of the materials for the works or the execution of the works do not accord with the provisions of this Agreement, the same shall be replaced, rectified or reconstructed as the case may be, and all rejected materials removed from the Site.

4.5. Record information

- 4.5.1. The Supplier shall assess and examine any Operating & Maintenance Manuals (O&M), Record Drawings and other documentation provided by the Authority to obtain manufacturers' maintenance information, details on spare parts and other such information, which are required by the Supplier to meet their obligations under the Agreement.
- 4.5.2. All Safety, Health and Welfare at Work (Construction) Regulations 2013 files, including O&M documentation and record drawings for the Authority Locations shall be scheduled and documented by the Supplier for their reference purposes.
- 4.5.3. Where record drawings, O&M manuals, Health & Safety files, log books and any other documents are made available to the Supplier for obtaining or ascertaining any information that may be required to carry out the Services, it shall be expressly understood that relevant information contained therein shall be verified by the Supplier prior to commencement of the Services. Such information shall be controlled at all times, regarded as confidential and returned to the Authority upon completion of the Agreement.
- 4.5.4. The Supplier shall update records, drawings, O&M documentation, Health & Safety files and schedules where available to suit additions, changes and improvements made during the term

of the Agreement.

- 4.5.5. Where specific information is not available, the Supplier shall contact the relevant manufacturers, installers and contractors to obtain this information.

4.6. Legislation, standards, trends and industry updates

- 4.6.1. The Supplier shall comply with all relevant legislation, statutory regulations, standards, and other regulations produced by relevant authorities applicable to the Agreement.
- 4.6.2. The Supplier shall ensure that that all personnel, including sub-contractors, understand and observe all of the relevant Authority policies, procedures and codes of practices, made known to the Supplier from time to time. Supplier staff shall co-operate and liaise with the Authority at all times to achieve safe conditions and compliance with statutory requirements.
- 4.6.3. The Supplier shall be accredited to or actively working towards all relevant Irish and International standards at all times on this Agreement. The Supplier shall also ensure that the core principles of the standards will be applied in the management and delivery of the services at the Site/Sites.
- 4.6.4. The Supplier shall constantly monitor trends, areas of potential innovation and development concerning the Services being provided, and shall advise the Authority of any such developments on a regular basis. The Supplier is expected to present innovative ideas that increase efficiency or reduce cost on a regular basis to the Authority. Suggestions should be formally raised during the management meetings.
- 4.6.5. The Supplier shall advise the Authority of new legislation, regulations and standards as they arise, specifically those that provide the opportunity to improve the performance of the Services by increasing Customer satisfaction, improving the facilities environment or providing any other benefit to the Authority as appropriate with the Services to be delivered.

4.7. Manufacturer warranties

- 4.7.1. The Supplier shall ensure that no Authority warranties are invalidated as a result of the Supplier's actions or inactions in relation to the Services being provided.
- 4.7.2. In the event that the Supplier is responsible for a warranty being invalidated, the Supplier shall be liable for any costs incurred by the Authority as a result of the invalidated warranty. This includes future maintenance costs that would have otherwise been covered under the warranty.

4.8. Manufacturer instructions

- 4.8.1. In carrying out the Services, the Supplier shall comply with all relevant best practice policies, and manufacturer maintenance guidelines and instructions. The Supplier shall in all cases be fully responsible for ensuring adherence to the instructions.
- 4.8.2. In the event that the Supplier fails to comply with a manufacturer's instructions, the Supplier shall be liable for any costs incurred by the Authority as a result of repairing or replacing the item.

4.9. Health and Safety

- 4.9.1. The Supplier shall ensure that all health and safety requirements are met.
- 4.9.2. Where works are deemed to be construction works under the Safety, Health and Welfare at Work (Construction) Regulations 2013 as amended, the Supplier will provide the services of a competent Project Supervisor Construction Stage (PSCS) and a competent Project Supervisor Design Process (PSDP).

- 4.9.3. The Supplier shall advise throughout the term of the Agreement of any new legislative requirements, regulations, standards or approved Codes of Practice relevant to the Services.
- 4.9.4. The Supplier and its personnel shall acquaint themselves with any fire regulations relevant to the Authority Locations and, where relevant, shall carry out a fire risk assessment, create and upkeep a Fire Register and provide fire safety induction to all personnel. All personnel shall report any fires immediately if they are detected or suspected.
- 4.9.5. The Supplier shall instruct and ensure that its employees and sub-contractors report all hazardous conditions they may find during the performance of the Services without delay to their employer who should report to the Authority where appropriate. The Supplier shall take all necessary precautions where they consider that their safety or the safety of others is at risk.
- 4.9.6. The Supplier shall ensure that chemicals covered by Safety, Health and Welfare at Work (Chemical Agents) Regulations are not delivered to Authority Locations unless the Supplier is in possession of full manufacturer's literature and Material Safety Data Sheets to ensure compliance with all safety requirements. The relevant information should be brought to the attention of anyone at risk.
- 4.9.7. The Supplier shall ensure that any company or individual employed to perform any of the Services at the Authority Locations will be assessed for competence and resource as is appropriate for the task to be undertaken. Furthermore, the Supplier shall indemnify the Authority for any costs arising from failure by the Supplier to do so.

4.10. Traffic Management

- 4.10.1. The Supplier shall be responsible for all temporary traffic management (TTM) required to carry out the Services. TTM shall comply with Chapter 8 of the Traffic Signs Manual and other relevant regulations or codes of practice. The Supplier shall obtain all consents required including T1 or T2 licences from the Local Authority if required. The Supplier will co-ordinate any TTM with bus operators such as Dublin Bus and Go Ahead or anyone else that may be impacted by the TTM.

4.11. Risk Assessments and Method Statements (RAMS)

- 4.11.1. The Supplier shall have full arrangements in place to ensure that all RAMS and similar actions and information requests are properly dealt with, ensuring that they are approved to allow sufficient time for performance of the Services.
- 4.11.2. The Supplier shall understand and adhere to all Authority specific RAMS procedures, whilst always ensuring compliance with all relevant Health and Safety law.

4.12. Accident Reporting

- 4.12.1. Any accidents that occur at the Authority Locations affecting the Supplier's personnel must be immediately reported in detail to the Authority and subsequently confirmed in writing and a statutory accident diary must be kept up to date by the Supplier.
- 4.12.2. When an accident results in personnel being absent on the day following such an accident, the Supplier shall prepare and issue to the Authority an accident report containing all pertinent details including time, place, nature, cause, and extent of any injuries sustained.

4.13. Restricted Access

- 4.13.1. Services within areas with restricted access shall be scheduled by arrangement with the Authority.
- 4.13.2. Where access to an area is denied, the Supplier shall notify the Authority at the earliest

opportunity and agree appropriate procedures for the provision of Services to that area.

- 4.13.3. Areas that are opened specifically for the provision of Services must be closed and secured by the Supplier immediately upon completion of the Services.

4.14. Permits to Work and Permits to Access

- 4.14.1. A permit to work or permit to access is required for, but not limited to:

- Working with Hazardous Materials
- Working in Confined Areas
- Hot Working
- HV Electrical Work
- Working at Height

- 4.14.2. The Supplier shall act as the authorised person for all permitted works. The permit system will include liaison with the Authority's representative to ensure operational activities are not adversely affected by any Services carried out, and if it is, the programme and method shall be fully agreed with the Authority's representative in advance of the Services being performed.

- 4.14.3. In the event of sub-contractors working on site on behalf of the Supplier, the Supplier shall issue the sub-contractor with all necessary Permits to Work and local site information. The sub-contractor will not be permitted to work without first providing the Supplier with a risk assessment and method statement for higher risk works.

- 4.14.4. The Supplier shall ensure that all staff and sub-contractors are familiar with the actions to be taken in the event of fire or any similar emergency at any Authority Location on which they are employed. Where appropriate, instruction, induction and training in fire prevention, evacuation and similar emergency situations should be provided by the Supplier to site staff and a formal record kept on file for inspection.

4.15. Sustainability

- 4.15.1. The Supplier shall endeavour to perform the Services in a sustainable manner; wherever possible using tools, equipment and consumables that are energy efficient and have a low environmental impact.

- 4.15.2. The Supplier shall adhere to sustainability good practice, including requirements of governance, energy, carbon, waste and resources, charity, community, health and wellbeing, corporate real estate and fit-out standards.

4.16. Supply Chain

- 4.16.1. The Supplier will be responsible for managing and co-ordinating the activities of its supply chain at all times.

- 4.16.2. The Supplier shall manage, control and integrate the Supplier's own supply chain to achieve a consistent and uniform approach to the Services throughout.

- 4.16.3. Any sub-contractors employed by the Supplier must be authorised by the Authority prior to carrying out any Services. All sub-contractors shall be vetted to an appropriate standard by the Supplier, to ensure that the Authority is not exposed to any undue financial, H&S or service quality risks.

- 4.16.4. The Supplier shall take full responsibility for sub-contractors' performance on this Agreement. Response times and service quality will be monitored as if provided directly by the Supplier.

4.17. Tools and Equipment

- 4.17.1. All tools and equipment necessary for the provision of the Services shall be provided by, and properly maintained by, the Supplier at their own expense. This includes IT and communications equipment.
- 4.17.2. The Supplier shall be responsible for storage of such tools and equipment, which, if stored at the Authority Locations, will be under appropriate conditions and with the prior agreement of the Authority.
- 4.17.3. Any tools, equipment and machines shall be maintained in good order at all times and shall at all times present a clean and smart appearance and shall be incapable of giving offence to the Authority's staff or members of the public through noise or fumes.
- 4.17.4. All access equipment necessary for the provision of the Services shall be provided by, and properly maintained by, the Supplier at their own expense.
- 4.17.5. The Supplier shall be responsible for all costs relating to vehicles used in relation to the Services.
- 4.17.6. The Supplier shall ensure that only correct and available power sockets are used for its electrical equipment used to provide the Services. Any power sockets that are marked for the specific use of equipment other than that of the Supplier will not be used nor will the Supplier permit its staff to unplug any equipment not pertaining to the Supplier. Where doubt exists, the Authority must be consulted.
- 4.17.7. The Supplier's electrical equipment shall comply with current statutory and Health & Safety regulations and have a valid test certificate.

4.18. Consumables

- 4.18.1. The Supplier shall provide all consumables necessary to perform the Services.

4.19. Facilities at Authority Locations

- 4.19.1. Any storage facilities that may be provided to the Supplier by the Authority shall be kept clean and in a tidy condition at all times. On completion of a shift, the Supplier's staff shall ensure that all items of equipment are cleaned and replaced at the designated storage points.
- 4.19.2. Flammable and hazardous materials stored at Authority Locations shall be kept in a fire resistant/hazardous chemicals storage cabinet.

4.20. Waste management

- 4.20.1. The Supplier shall, in a timely manner, safely and correctly dispose of all waste generated as a result of the performance of the Services by the Supplier or sub-contractors and in accordance with all relevant laws and regulations.
- 4.20.2. The Supplier shall hold a valid Waste Carrier Licence if removing any waste from Authority Locations

4.21. Resources and training

- 4.21.1. The Supplier shall provide an adequate number of vetted and competent personnel at all times including management, administrative, supervisory and operational staff, in order to perform the Services and meet all other functional and performance criteria set out in the specification.
- 4.21.2. The Supplier shall provide an established policy of regular training of employees engaged to provide the Services. The Supplier shall undertake a regular review of each employee's skill levels and address skills gaps promptly and effectively.
- 4.21.3. The Supplier shall undertake training where it is found to be required, either by the Supplier's

own staff (who must be suitably experienced and knowledgeable in the Service area concerned), or by engaging external trainers for training sessions.

- 4.21.4. The Supplier shall include details of the training undertaken/provided and include this detail in the management report. The Supplier shall provide copies of all training certificates to the Authority if required.
- 4.21.5. The Supplier shall deliver site induction training for management and operatives.
- 4.21.6. In the event that designated operatives are replaced, the Supplier shall demonstrate to the Authority that proposed new operatives have been satisfactorily trained and that the experience is appropriate to the tasks and responsibilities involved.

4.22. Call-out (Escalation Process)

- 4.22.1. The Supplier shall be on call 24/7/365/6 to manage reactive call-outs and queries relating to the Services. Calls should be logged and linked directly to the Supplier's CAFM.
- 4.22.2. The Supplier shall implement a workflow based email routing arrangement to inform the Authority in real time of all relevant job details.

4.23. Reports and meetings

- 4.23.1. There shall be a minimum of twelve Management Reports and Meetings per year.
- 4.23.2. The Supplier shall provide Management Information reports (content to be agreed) within 1 working day of any NTA request.
- 4.23.3. The Supplier's representative will be required to attend formal regular management meetings with the NTA's Representative as agreed. The meeting venue will be as per the NTA Representatives preference.
- 4.23.4. Where requested by the NTA Representative, a Director from the Supplier shall also attend the management meeting.
- 4.23.5. A schedule of meetings and dates will be discussed and agreed between the Supplier and NTA Representative during the mobilisation period.
- 4.23.6. The purpose of the management meeting will be to review the performance of the Services delivered by the Supplier in accordance with the Agreement for the preceding period and to forward plan activities for the forthcoming period.

4.24. Maintenance Log Books

- 4.24.1. Maintenance log books shall be developed and prepared by the Supplier in accordance with the requirements of the Specification, for use by the Supplier's personnel, their sub-contractors and any other persons or organisations as appropriate.
- 4.24.2. Log books shall be prepared in electronic format wherever possible and shall cross-reference with the Asset Register and integrate with the CAFM data. Where electronic format is not possible due to some of the Supplier's Sub-Contractors procedures, hard copy documentation shall be scanned by the Supplier and entered as appropriate into the log books and shall contain the sections detailed below as a minimum.
- 4.24.3. The Supplier shall prepare log books for both 'self-delivered' and 'specialist sub-contracted' Services as a minimum, and shall keep the log books up to date at all times.

- 4.24.4. Log books shall be reviewed on a monthly basis.
- 4.24.5. The log books shall be prepared by the Supplier during the mobilisation period to reflect the requirements of the Agreement and approved by the Authority prior to use.
- 4.24.6. The log books shall relate and co-ordinate closely to the information to be stored on the CAFM system and shall be designed to include the following sections as a minimum:
- Contact details of the Supplier, Emergency Contact details, Authorised sub-contractors
 - Annual Maintenance Plan
 - Maintenance Specifications
 - Asset Register
 - Site Diary
 - Maintenance Report Sheets and Checklists
 - Call-out and Repair Report Sheets
 - Plant Records
 - Test Results and Certificates
 - Register of spares held related to each asset
 - Permits to Work (Completed and Pending)
- 4.24.7. Specialist Sub-Contractor log books shall contain the following sections as a minimum and be updated by the Supplier during and following each Service or call out visit. Some of the information will need to be revised by the Supplier either on an annual basis or as and when information and documentation becomes out of date:
- Supplier's Letter of Enquiry
 - Sub-contractor's response/priced proposal
 - Copies of relevant insurance details
 - Sub-contractor's contact details & for the Sub-contractor's personnel appointed to provide the Services
 - Asset Details
 - Works/Service Method Statement
 - Annual Maintenance Planner
 - Attendance Log record (for Routine and Corrective Maintenance)
 - Completed Service Report Sheets for Routine Maintenance (to correspond with Log Entries)
 - Completed Service Report Sheets for Corrective Maintenance (to correspond with Log Entries)
 - Permits to Work & Log
 - Defects reports/recommendations/proposals (providing a clear audit trail)
 - Safety Statement, Chemicals covered by Safety, Health and Welfare at Work (Chemical Agents) Regulations Details; PPE; Risk assessments/Control Measures etc.
 - Environmental Policy & Waste Transfer (certificates/reports)
- 4.24.8. The supplier shall also provide the above information in a pre-approved tabular format consistent throughout the duration of the contract. This should include a unique identifier and coordinates (Lat/Long or ITM) for each location, to input into a GIS database.
- 4.25. Auditing Page**
- 4.25.1. The Supplier shall undertake regular audits of their performance of the Services.
- 4.25.2. The Authority reserves the right to instruct the Supplier, on at least an annual basis, to appoint an independent, third party auditor to review the performance of the Services and suggest

improvements.

4.25.3. Results from all audits shall be shared with the Authority in full.

4.26. Advice

4.26.1. The Supplier shall provide the authority with expert advice regarding facilities management from time to time as requested, including advice relating to updates to environmental or health and safety legislation or other legislative requirements or statutory inspections, professional maintenance advice or other advices mentioned in this specification, relating to the Authority Locations.

5. Routine maintenance

5.1. Scope of routine maintenance

- 5.1.1. Routine maintenance includes all preventative maintenance activities, inspections and monitoring carried out in accordance with the Annual Maintenance Plan, applicable manufacturer's instructions, and the requirements of this Service Specification Document. Routine Maintenance is intended to ensure that the Authority Locations remain in proper operational order for the duration of the contract, to minimise the incidence of failures and to minimise the deterioration of the Authority's assets.
- 5.1.2. The Supplier shall provide all labour, plant (including all access plant to access high places), equipment, materials, consumables, test instruments, chemicals, spare parts and consumable materials necessary to carry out all routine maintenance activities.
- 5.1.3. All routine maintenance and cleaning shall be carried out at times and in a manner to minimise disruptions to bus operations and to comply with any pre-existing agreements with adjacent landowners and occupiers as disclosed by the Authority from time to time.
- 5.1.4. The Supplier's obligations in respect of the routine maintenance of bus interchange facilities shall include:
- Daily inspections as per section 5.2;
 - Cleaning as per section 5.3;
 - Pest control as per section 5.4;
 - Landscaping maintenance as per sections 5.5 to 5.12;
 - Waste management as per section 5.13;
 - Drainage maintenance as per section 5.14;
 - Maintenance of mechanical and electrical equipment as per section 5.15.
- 5.1.5. The Supplier's obligations in respect of the routine maintenance of bus stops shall include inspections and cleaning every six months, as described in section 5.16.
- 5.1.6. The cost of all routine maintenance described in this section 5 is included in the Annual Maintenance Fee as set out in Schedule 2 (Payments Schedule) and the Supplier shall be entitled to no additional payment in respect of its obligations set out in this section 5.

5.2. Daily inspections

- 5.2.1. The Supplier shall attend each bus interchange facility on a daily basis to ensure no issues are present, including graffiti, vandalism, broken glass, loose fixtures and fittings, or any issue that may cause harm or offence to the public. The Supplier shall report any acts of vandalism to the Authority immediately, and clear up any damage where it is safe and reasonable to do so.
- 5.2.2. The Supplier shall report to the Authority any loose kerb, edging, uneven surface, pothole, sinking or insecure condition.

5.3. Cleaning

- 5.3.1. The Supplier shall be responsible for maintaining all parts of bus interchange facilities in a clean and tidy condition at all times during the Contract Period.
- 5.3.2. The cleaning regime to be adopted by the Supplier shall be such that cleaning activities are undertaken at such frequent intervals and at such intensity so as to maintain the aesthetic appearance of the bus interchange facility at all times, and to prevent any accumulation of dirt, grime, filth, rubbish, refuse, litter, waste, debris (whether natural in source or otherwise), or any

other matter which:

- detracts from the aesthetic appearance, safety or the efficient operation of the bus interchange facilities;
- leads or may be likely to lead to any deterioration of the Authority's assets; or
- causes or may be likely to cause any nuisance whatsoever to occupiers of lands adjacent to the bus interchange facilities.

5.3.3. The Supplier's obligations in respect of cleanliness of each bus interchange facility shall include without limitation the following:

- all bus stops, pathways, structures, buildings and paved surfaces shall be maintained free of litter, dirt and liquid spillages;
- all equipment shall be kept clean of dirt;
- all litter bins shall be emptied at a high enough frequency to prevent them from becoming full, and at increased frequency during public holidays, sporting events or any other occasion when a greater accumulation of refuse might be expected;
- all soft landscaping shall be maintained free of any accumulations of leaves, litter and debris; and
- any accumulation of animal (e.g. pigeon) droppings shall be removed from buildings, structures and equipment.

5.3.4. The Supplier shall clean and treat all surfaces in such a manner so as to preserve their finishes in accordance with manufacturers' recommendations and good industry practice.

5.3.5. Without prejudice to the general obligations above, the Supplier shall jet wash all bus stop platforms and hardstanding areas to remove all soiling, debris and vegetation every six (6) months. The Supplier shall replace jointing sand in brick paving where necessary in accordance with manufacturer's recommendations.

5.4. Pest control

5.4.1. As part of its daily inspection, the Supplier shall identify any presence of pests, including mice, rats and insects. The supplier shall complete a pest control inspection and work report each time a site visit is made. This report shall be held by the Supplier shall be made available for inspection by the Authority upon request.

5.4.2. The Supplier shall supply and maintain sufficient rodent baits and insect traps, including at sewer lids and refuse areas, and identify all areas where baits and traps are placed by labels. Drawings identifying where all bait and traps have been located shall be provided to the Authority.

5.4.3. Pest control in relation to other pests, including birds, is covered under corrective maintenance.

5.5. Landscaping and grounds maintenance – general requirements

5.5.1. The Supplier shall ensure that all areas of bus interchange facilities are kept in a safe, clean, tidy and well-maintained condition at all times.

5.5.2. Circulation routes, including car parks, roadways, hard standings, walkways, entrances and any associated signage shall be kept free from debris, moss, algae, weeds, or any other obstruction, and safe for disabled and elderly access.

5.5.3. All walkways, vehicular access routes and parking areas shall be kept clear of overhanging vegetation to ensure they are passable and safe to use at all times. The Supplier shall keep areas in a state where they shall not hinder the visibility to vehicles and pedestrians at junctions. The Supplier shall remove any growth encroaching onto grassed areas, path, road, signs and sightlines, bases of street lighting and bollard lights.

- 5.5.4. Landscaped areas that abut hard surfaces such as footpaths and kerbs shall be edged using an iron or mechanical edging wheel to form a neat, sharp edge.

5.6. Landscaping and grounds maintenance - flower beds and planted areas

- 5.6.1. The Supplier shall maintain plants according to the 'care tag' instruction or, in the absence of a 'care tag', according to the guidelines set out by the Royal Horticultural Society.
- 5.6.2. All beds and borders shall be kept free of weeds by regular cultivation and mulching. Planted areas shall be re-mulched annually.
- 5.6.3. Hedging shall be trimmed in summer and winter, as required, to maintain a tidy appearance and encourage lateral growth.
- 5.6.4. Herbaceous planting shall be cut back and dead-headed as appropriate to species, this will require intensive work on several occasions throughout the year through the new planting.
- 5.6.5. Climbers shall be trimmed and trained on trellis systems.
- 5.6.6. Weed control shall be both by hand and by application of herbicide. Manual weed control methods shall be prioritized in new planting as density of planting may restrict herbicide application. See also 4.8 below.

5.7. Landscaping and grounds maintenance – grassed areas

- 5.7.1. Grassed areas shall be maintained uniform in appearance with no patches.
- 5.7.2. Cutters of all mowers shall be sharp, properly set and cut the sward evenly and cleanly.
- 5.7.3. All grass cutting arising shall be collected and removed from site and all adjacent areas (roads, paths etc.) and shall be swept or blown leaving the area clean and tidy, unless otherwise instructed.
- 5.7.4. Grass shall be strimmed around all obstacles, margins, crevices and narrow corners within the grassed areas e.g., street lamps, tree bases, fence lines, building lines, etc.
- 5.7.5. Prior to grass cutting operations the Supplier shall remove all stones, paper, tins, bottles, plastic, wood, tree branches and other debris. All debris shall be recycled or otherwise disposed of in a sustainable manner.
- 5.7.6. Grass shall be cut by means of approved pedestrian guided motor cylinder mowers, ride on triple cylinder mowers or tractor mounted 3 unit gang mowers as appropriate.
- 5.7.7. The finish shall be even, regular and free from ribbing. The Supplier shall identify the optimum frequency of the cutting.
- 5.7.8. All growth around obstructions in grassed areas and grass overhanging edges of flower beds, shrubberies, bases of trees, fire breaks and the like shall be cut on each occasion that the grass is cut.
- 5.7.9. Damaged grassed areas shall be treated or replaced as required.
- 5.7.10. If inclement weather or wet ground conditions prevent the Supplier from mowing, they shall quickly resume grass cutting once the conditions become suitable again.
- 5.7.11. The Supplier shall re-cut any area deemed to be unsatisfactorily mown at their own expense.

5.8. Landscaping and grounds maintenance – weed and moss killing

- 5.8.1. The Supplier shall make full provision for the supply and erection of suitable and appropriate

signage whilst weed and moss killing works are in progress.

- 5.8.2. All areas shall be kept clear and free from all weed species including all self-sown seedlings to trees and shrubs or allied suckers.
- 5.8.3. The Supplier shall supply and apply total residual weed killers and kill all weed growth to all circulation routes, roof spaces, kerbs, footpaths and all other paved or gravel areas as required, to maintain a weed free environment. All regrowth shall be retreated to the Authority's satisfaction.
- 5.8.4. The Supplier shall use a suitable approved herbicide at the recommended strength and rate to achieve a weed free environment.
- 5.8.5. The Supplier shall undertake the application of chemicals with extreme caution and make full allowance for scheduling applications to suit the users of the site. The Supplier shall conform to the requirements of current standards and Good Practice Guides in the use and control of pesticides. The Supplier shall only use competent and trained personnel to apply chemicals and shall provide Certificates of Competence for each operative applying chemicals to the Authority upon request. The Supplier is responsible for obtaining all required permissions and giving notification to all relevant bodies of the intent to use a selected chemical.
- 5.8.6. All chemicals used shall be non-toxic to human beings, birds and animals and shall not be a source of pollution in water courses. The use of appropriate herbicides shall be used at the Supplier's discretion and liability. Works shall be undertaken in compliance with the latest relevant health and safety regulations. Chemicals that are not on the Agricultural Approved Scheme current list of approved products shall not be used. The selection of the chemical chosen shall be by a BASIS qualified Operative and be the least hazardous for the job.
- 5.8.7. All unattended chemicals mixed ready for use and all empty containers shall be kept fully secured at all times. All containers, packaging and any other materials are to be removed off-site as the work proceeds to a place of safe disposal.
- 5.8.8. The Supplier shall provide a list of suitable herbicides for use and obtain the approval of the Authority. Spraying shall only be undertaken by a fully qualified gardener, and PPE worn at all times. If herbicide is applied to hard surface weeds, the Supplier shall ensure protection measures for adjacent soft landscaping areas are in place.
- 5.8.9. In addition to chemical weed control some manual weeding may be required. This is particularly applicable in areas not accessible to herbicide applications e.g. ground cover planting and to eliminate large persistent weeds.
- 5.8.10. The Supplier shall be responsible for the replacement of any material damaged or killed by 'spray drift' or the incorrect interpretation of the manufacturer's instructions, including season and susceptibility of certain plant species to chemicals.
- 5.8.11. The Supplier shall be responsible for repairing or replacing any damage to soft landscape areas as a result of herbicide application.

5.9. Trees and Stakes

- 5.9.1. Trees shall be trimmed, pruned, or cut to maintain healthy growth and so as to minimise:
- The risk of fire, crime and vandalism;
 - The obstruction of roadways, pathways, car parks, signage, street lighting etc.
 - The opportunity for storm wind damage
 - Dead or dying branches that pose a risk of falling or are unsightly

- 5.9.2. Any broken or fallen branches from trees shall be removed and disposed of.
- 5.9.3. All small ornamental trees shall be checked annually for the removal of nags and crossing branches in order to develop a balanced branching system.
- 5.9.4. All trained trees shall be pruned in order to ensure proper training of branches to maintain the shape and feature.
- 5.9.5. The Supplier shall remove branches where they encroach upon sight lines, pathways and escape routes.
- 5.9.6. The Supplier shall check trees for signs of disease or damage to the stem crown or branches. The Supplier shall prune out all dead, diseased or damaged wood and remove any sucker growths and dispose of all arisings off-site. The Supplier shall report any tree damage or disease to the Authority.
- 5.9.7. The Supplier shall remove all dead foliage by cutting back to an outward pointing bud.
- 5.9.8. The Supplier shall not prune feathered trees without the prior authorisation of the Authority.
- 5.9.9. Winter maintenance shall comprise the following work:
- Soil bases of trees in grass kept free of grass and weeds and ivy;
 - Stakes and ties checked and adjusted, replaced or removed as required.
- 5.9.10. Where trees are standing as individuals, they shall be numbered with an aluminium tag and plotted on a plan to allow for identification and cross-referencing in reports.
- 5.9.11. When required, the Supplier shall execute arboriculture (tree surgery), which is the cultivation, management, and study of individual trees, shrubs, vines, and other perennial woody plants, with focus on the health and safety of the plants and trees.
- 5.9.12. Trees within the bus interchange facilities shall be inspected at least annually, and a report listing all safety and cultural requirements shall be submitted to the Authority.
- 5.9.13. The Supplier shall check tree stakes for firmness, vertical position and signs of rot or damage. The Supplier shall re-fix, replace or remove damaged stakes, and dispose of arisings off-site.
- 5.9.14. Tree ties and fastenings shall be adjusted to allow for growth. The Supplier shall adjust, re-attach or replace tree ties if broken, and dispose of arisings off-site. The Supplier shall check all newly planted trees following high winds and ensure fastenings are secured.
- 5.10. Landscaping - Shrubs and Hedges**
- 5.10.1. All shrubs shall maintain a tidy, functional appearance at all times. All visibility splays, sight lines, signage, fire escapes shall receive particular attention.
- 5.10.2. The Supplier shall selectively prune all hedges, shrubs and borders ensuring they retain compact shape. The work shall be carried out in a manner that encourages flowering and a healthy shape and condition. All pruning shall be carried out in accordance with the correct horticultural practice for the type of shrub or hedge, and time of the year in question. Where required. recently planted hedges shall be pruned more frequently to remove straggling growth and to encourage stronger growth.
- 5.10.3. The Authority shall be notified of any pest or disease outbreaks noted. When cutting out diseased material, all implements shall be sterilised between shrubs to avoid spreading the pathogen.
- 5.10.4. The Supplier shall thin out shrubs and remove dead branches. In all cases, dead, diseased and

damaged material shall be removed together with any shoots growing over paths, roads and those obscuring highway sight lines wherever necessary. The Supplier shall replace shrubs and hedges in the event of irreparable damage or death.

- 5.10.5. Climbing plants, shrubs and bushes shall be cut back where they encroach on pedestrian and vehicular routes or where there is an impediment on security considerations.
- 5.10.6. Shrub beds shall be maintained as sustainably as possible and kept weed free using a combination of bark mulch, chemical and manual weed control. Any shrub bed deemed to be unsatisfactorily weeded shall be re-treated. The Supplier shall apply a top up of well composted material or bark mulch (not wood chippings) once per year.
- 5.10.7. Whilst shrub bed maintenance is being carried out, care shall be taken to avoid damage to stems, branches and roots of trees, shrubs and bulbs, where present. Any plants damaged in this way shall be replaced at the Supplier's expense.
- 5.10.8. When pruning to clear footpaths, strong growths shall be cut back well into the centre of the plant so that the wound and the effects of pruning are hidden by smaller shoots which should be left untrimmed.

5.11. Landscaping – pest control

- 5.11.1. The Supplier shall regularly inspect and where necessary treat landscaped areas for any pests, fungal disease including greenfly, whitefly, mealy bugs, scaly insects, mildew, botrytis and arid diseases that may be harmful to trees, lawns, shrubs or other plants. The Supplier shall notify the Authority upon identification of any such pests.
- 5.11.2. The Supplier shall remove any part or destroy and replace flora badly affected by any pests, fungal disease, vandalism and other acts of nature as required.
- 5.11.3. The Supplier shall manage and remedy any infestations of plants by insects.

5.12. Landscaping - Specialist Plant Expertise

- 5.12.1. At the end of the growing season, the Supplier shall inspect with a view to providing a replanting quotation if necessary. The purpose of this is to infill gaps where plants have failed to become established, died or been stolen.
- 5.12.2. The Supplier shall provide expert advice and support to the Authority regarding their landscaping and grounds maintenance requirements.

5.13. Waste management

- 5.13.1. No waste shall be stored on site.
- 5.13.2. All green waste shall be taken to an approved recycling centre. All other waste generated by the Supplier, and any fly-tipped waste under 0.5 tonne in weight and under 0.5 cubic metres in volume shall be removed from site and disposed of.
- 5.13.3. The Supplier shall endeavour to produce 'Zero Waste', recycling as much of their waste stream as possible, including any liaison with the Environmental Protection Agency or other relevant bodies to dispose of waste in an environmentally satisfactory manner.
- 5.13.4. Branches and prunings may be shredded, however the chippings from the work shall not be used within any of the amenity planted areas, and the Supplier shall make arrangements to compost these off-site.
- 5.13.5. The Supplier shall maintain and keep transfer notes for all and any waste transfer, including

green waste, in accordance with the relevant Regulations and good industry practice, and shall provide copies of these to the Authority upon request.

- 5.13.6. The Supplier shall notify the Authority of any fly-tipped waste over 0.5 tonne in weight or over 0.5 cubic metres in volume identified by the Supplier, and dispose of such waste if requested. Any such waste disposal shall be considered to be corrective maintenance.

5.14. Drainage

- 5.14.1. The Supplier shall ensure that all drainage infrastructure including but not limited to drainpipes, gullies, catch pits, silt traps, drainage channels, drainage kerbs /Beany Blocks, slot drains, stainless steel gullies and culverts shall be maintained and kept free from debris and kept in good working order at all times. This may require rodding or jetting.
- 5.14.2. Drainage Kerbs / Beany Blocks shall be inspected periodically and silt traps, outfalls and catch pits emptied as necessary.
- 5.14.3. All pavement gutters shall be kept clear and drainage gullies regularly emptied.
- 5.14.4. Drainage infrastructure shall be routinely deep cleaned at least once a year by power washing and/or jetting.
- 5.14.5. The Supplier shall report to the Authority any blockages, leaks and unsafe manhole covers.

5.15. Mechanical and electrical equipment

- 5.15.1. The Supplier shall carry out inspections and testing of mechanical and electrical equipment based on the Building Engineering Services Association SFG20 standard maintenance specifications, including all required statutory inspections, compliance audits and document verification and maintenance of any required permits.
- 5.15.2. The Supplier shall maintain of mechanical and electrical equipment, as described in the Particular Specification, in accordance with the manufacturer's recommendations and good industry practice including supply of all required spares.

5.16. Bus stop maintenance

- 5.16.1. The Supplier shall carry out the routine maintenance of all bus stops including the activities and frequencies set out in Table 2.

Table 2: Routine maintenance of bus stops

Activity	Description	Frequency
Maintenance inspection and cleaning	Identify and report any issues present, including graffiti, vandalism, smashed glass, loose fixtures and fittings, condition of bus cage road markings, or any issue that may cause harm or offence to the public. The Supplier shall report any acts of vandalism to the Authority immediately, and clear up any damage where it is safe and reasonable to do so. Jet-cleaning of the bus stop platform to remove all soiling, debris and vegetation. Cutting back of all vegetation impinging on the bus stop platform or signage (subject to complying with any	Every 6 months

	restrictions of Section 40 of the Wildlife Act 1976). Cleaning of signage. <u>Note:</u> Any required repair of vandalism damage, including removal of graffiti, and any reinstatement of bus cage road markings, are covered under corrective maintenance.	
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6. Corrective maintenance

6.1. Scope

- 6.1.1. Corrective Maintenance shall include maintenance activities carried out in accordance with the Agreement to rectify any asset or equipment damage (including accidental damage by third parties, vandalism damage and graffiti), failures, faults or defects which occur during the Agreement period.
- 6.1.2. Required corrective maintenance may be identified by the inspections and monitoring which the Supplier is obliged to undertake as part of routine maintenance obligations, or may be notified to the supplier by the Authority, a bus operator, or any competent person.
- 6.1.3. The following are examples of issues that require a corrective maintenance response.
- damaged infrastructure or equipment, not caused by the Supplier's negligence;
 - vandalism damage, including to landscaping elements;
 - graffiti;
 - worn bus stop cage road markings;
 - flooding due to blocked drains, not caused by the Supplier's negligence;
 - fly-tipping of waste over 0.5 tonne in weight or over 0.5 cubic metres in volume;
 - response to emergency call-out;
 - requests for attendance from the Authority.

6.2. Task Proposals and Task Orders

- 6.2.1. When corrective maintenance is required, the Authority will request a written quotation to carry out the services from the Supplier (a "**Task Proposal**"). The Supplier shall prepare and submit its Task Proposal, including a description of the works to be carried out and the cost of such works, based on the schedule of rates in Schedule 2 (Payments Schedule). The Supplier shall submit its Task Proposal within the timescales requested by the Authority, and, in any event, within five (5) business days of receiving the request from the Authority.
- 6.2.2. Where the Supplier proposes to subcontract all or part of a corrective maintenance task, the Supplier shall, if requested by the Authority, provide up to three quotations from different subcontractors. All services provided by sub-contractors shall be under contract with the Supplier. It is the Supplier's responsibility to ensure that the Authority's requirements are met whenever a sub-contractor is used.
- 6.2.3. If the Authority is satisfied with the Task Proposal and wishes to instruct the Supplier to carry out the required corrective maintenance, it shall do so by issuing an instruction (a "**Task Order**") to the Supplier.
- 6.2.4. The Supplier shall carry out corrective maintenance expeditiously following receipt of a Task Order, and in accordance with any conditions stated in the Task Order.
- 6.2.5. In the event of any damage (including accidental damage by third parties, vandalism damage and graffiti), failures, faults or defects, that impact on bus operations or safety, the Supplier shall use its best endeavours to repair or replace the affected part of the infrastructure immediately.
- 6.2.6. Corrective maintenance shall be carried out at times and in such a manner so as to minimise disruption to bus operations, or other traffic (including without limitation pedestrians) and to comply with any pre-existing agreements with adjacent landowners and occupiers as disclosed by the Authority.
- 6.2.7. All corrective maintenance activities shall be managed and recorded via the Supplier's CAFM.

The Supplier shall be responsible for receiving corrective maintenance tasks via the CAFM system and updating and closing the tasks in real time to provide real time reporting and transparent record keeping for all corrective maintenance.

6.3. Attendance

6.3.1. Where requested by the Authority, the Supplier shall provide attendance at an Authority Location, including outside of normal working hours (i.e. 24 hours per day, 7 days per week):

- in response to emergency situations;
- to carry out repairs to make the Authority Location safe;
- in response to Health & Safety incidents;
- to clear broken or damaged glazing panels; or
- for any other reason as requested by the Authority.

6.3.2. The Supplier shall ensure that all attendance requests are responded to and rectified (such that the asset is restored to its proper function and use) within the timescales set out in Table 3 based on the priority assigned to the attendance request by the Authority, including outside of normal working hours:

Table 3: Attendance timescales

Priority	Description	Attendance time	Rectification time	Applicable
P1	Health and safety issue or immediate business risk	1 hour	8 hours	24 hours/day 7 days/week
P2	Urgent or business critical	4 hours	24 hours	24 hours/day 7 days/week
P3	Non-critical	1 day	3 days	Normal working hours
P4	Standard operational requirements	3 days	5 days	Normal working hours
P5	Non-urgent	5 days	14 days	Normal working hours
P6	Non-priority requests	14 days	28 days	Normal working hours

7. Performance management

7.1. General

- 7.1.1. The Supplier shall monitor its performance of the Services and shall calculate the Performance Deduction for each Reporting Period.
- 7.1.2. The Performance Deduction for each Reporting Period shall be the aggregate of:
- The Cleanliness and Condition Deduction
 - The Availability Deduction
 - The Emergency Response Deduction
 - The Lock-in Deduction
- 7.1.3. To the extent that the Supplier fails to achieve the Performance Standards in any reporting period, the Supplier shall be liable for a Performance Deduction. Each Performance Deduction in 7.1.2 shall be calculated on the basis of the Supplier's achievement or non-achievement of the Performance Standards, as described in sections 7.2 to 7.5.
- 7.1.4. The maximum aggregate Performance Deduction will equal 10% of the Monthly Fee for the month in question.

7.2. Routine maintenance performance

- 7.2.1. The Authority will carry out a random routine maintenance audit of each bus interchange facility each month. The timing of such random audits shall be at the Authority's sole discretion, without impeding the Supplier's obligations under the Contract. The Supplier shall be entitled to one (1) hour's notice of any audit and shall ensure that an authorised representative of the Supplier is available at all relevant times in order to facilitate such an audit. In the event that an authorised representative of the Supplier is unavailable at the required time, then the Authority shall be entitled to carry out such audit without an authorised representative of the Supplier being present.
- 7.2.2. Subject to paragraph 7.2.1, routine maintenance audits shall be carried out jointly by the Authority and the Supplier. Such audits shall be based on an inspection of those areas set out in the column 1 of Table 4. Areas which fail to meet the Performance Standards in column 2 of Table 4 shall incur performance points in accordance with column 3 of Table 4. If the Authority and the Supplier cannot agree whether the area meets the Performance Standard, the Authority's decision shall prevail, the Authority acting in good faith.
- 7.2.3. The Authority may appoint an independent contractor to carry out the routine maintenance audits.

Table 4: Routine Maintenance Performance Standards and performance points

Area being audited	Performance Standard	Performance points for failure to meet Performance Standard
Bus stop platforms, pathways, structures, buildings, paved surfaces and equipment	All areas are generally clean, with no evidence of litter, extensive dirt, animal or bird droppings, or liquid spillages	3

Litter bins	Litter bins are not overflowing	3
Landscaped areas	Landscaped areas are free of any litter, debris and excessive accumulations of leaves	2
Pests	Rodent baits and insect traps are present as per section 5.4	1
Circulation routes, including car parks, roadways, hard standings, walkways, entrances and any associated signage	Circulation routes are free from debris, moss, algae, weeds, or any other obstruction, and safe for disabled and elderly access. All walkways, vehicular access routes and parking areas are clear of overhanging vegetation.	2
Flower beds and planted areas	Beds and borders are free of weeds. Hedging, herbaceous borders and climbers are maintained in accordance with the requirements of 5.6	1
Grassed areas	Grass is cut, uniform in appearance, with no patches, including being trimmed neatly around all obstacles, margins, crevices and narrow corners. Grassed areas are free of weeds and moss.	2
Trees	Trees are trimmed and pruned. No evidence of broken or fallen branches. No evidence of disease or dead foliage. No evidence of loose or broken stakes, or broken ties.	1
Shrubs and hedges	Shrubs and hedges are trimmed and pruned. No evidence of disease or dead foliage.	1
Drainage (SuDS)	Drainage infrastructure is free from debris and in good working order.	3
Mechanical and electrical equipment	All equipment has been inspected and maintained in accordance with section 5.15 of the Services Specification, as demonstrated by the Supplier's records and CAFM.	3

7.2.4. If the Supplier incurs five (5) or more Routine Maintenance Performance Points in a month, then a Routine Maintenance Performance Deduction calculated in accordance with the following

formula shall apply:

$$\text{Performance Deduction} = (\text{Monthly Fee} \times 0.01 \times (\text{Performance Points} - 4))$$

- 7.2.5. For example, if the Supplier incurs 9 Performance Points in a month, and assuming a Monthly Fee of €10,000, then the Routine Maintenance Performance Deduction will be:

$$\text{Performance Deduction} = (\text{€10,000} \times 0.01 \times (9 - 4)) = \text{€500}$$

7.3. Corrective maintenance performance

- 7.3.1. As part of their monthly meeting, the Authority and the Supplier shall review the performance of all corrective maintenance activities.
- 7.3.2. To the extent that the Supplier fails to meet the Performance Standards in column 2 of Table 5, the Supplier shall incur performance points in accordance with column 3 of Table 5. If the Authority and the Supplier cannot agree whether the a Performance Standard has been achieved, the Authority's decision shall prevail, the Authority acting in good faith.

Table 5: Corrective Maintenance Performance Standards and performance points

Area being audited	Performance Standard	Performance points for failure to meet Performance Standard
Task orders	All task orders due for completion in previous month were completed to the Authority's satisfaction.	2 points for each uncompleted task order
Attendance	The Supplier responds to all attendance requests from the Authority within the timescales set out in section 6.3	1 point for each late attendance

- 7.3.3. If the Supplier incurs five (5) or more Corrective Maintenance Performance Points in a month, then a Corrective Maintenance Performance Deduction calculated in accordance with the following formula shall apply:

$$\text{Performance Deduction} = (\text{Monthly Fee} \times 0.01 \times (\text{Performance Points} - 4))$$

- 7.3.4. For example, if the Supplier incurs 9 Performance Points in a month, and assuming a Monthly Fee of €10,000, then the Routine Maintenance Performance Deduction will be:

$$\text{Performance Deduction} = (\text{€10,000} \times 0.01 \times (9 - 4)) = \text{€500}$$

Annex A: Initial Contract 1 (Leinster) Particular Requirements

A1. Authority Locations

A1.1 Bus interchange facilities

Table A1 shows details of the bus interchange facilities to be managed and maintained under Initial Contract 1 from the Commencement Date:

Table A1: Bus interchange facilities

FACILITY NAME	Facilities to be maintained	Maintenance boundary
Belgard Square bus interchange	Signage Bus road markings Pavements Grass verges Fencing SuDS	As shown on drawing number XXXX

A1.2 Bus stops

Initial Contract 1 includes the maintenance of 6,222 bus stops, as shown in Table A2.

Table A2 Bus stops by area and facilities

ADMINISTRATIVE AREA	FACILITIES AT STOP			
	Bus pole only	Shelter only	Bus pole and shelter	Sub-totals
Dublin City	1292	529	29	1850
Fingal	745	175	22	942
South Dublin	675	219	6	900
Dún Laoghaire-Rathdown	491	262	6	759
Kildare	264	70	21	355
Meath	224	43	44	311
Wicklow	303	44	34	381
Wexford	109	26	18	153
Louth	105	19	5	129
Westmeath	124	10	19	153
Kilkenny	54	16	25	95

Laois	78	6	6	90
Offaly	32	1	3	36
Carlow	61	7	0	68
Longford	14	0	0	14
Total	4557	1427	238	6222

A2. Particular Services – Belgard Square Bus Interchange

A2.1 Inspections

The property shall be inspected daily, in accordance with section 5.2 of the Services Specification.

A2.2 Cleaning

The Supplier shall provide cleaning services, in accordance with section 5.3 of the Services Specification.

A2.3 Pest control

The Supplier shall provide pest control services, in accordance with section 5.4 of the Services Specification.

A2.4 Landscaping

Landscape elements at the Belgard square bus interchange include trees and grassed areas as shown on the drawing included within the information pack.

The Supplier shall provide landscape maintenance services, in accordance with sections 5.5 to 5.11 of the Services Specification.

A2.4 Drainage

Drainage elements at the Belgard square bus interchange include slotted kerb drains adjacent to the bus layover bays.

The Supplier shall provide drainage maintenance services, in accordance with sections 5.14 of the Services Specification.

A2.4 Mechanical and electrical

Mechanical elements at the Belgard square bus interchange include the timber post and tension mesh fence adjacent to the cycle lane.

The Supplier shall maintain the timber post and tension mesh fence in a safe and functioning condition at all times. Any loose posts shall be strengthened and reset when identified. Damaged and loose wires shall be replaced and tensioned as appropriate.

Annex B: Initial Contract 2 (Munster) Particular Requirements

B1. Authority Locations

B1.1 C1.1 Bus interchange facilities

There are currently no bus interchange facilities to be managed and maintained under Initial Contract 3.

The following bus interchange facilities may be added to the scope of Initial Contract 3 as and when the construction and defects liability period of the facilities is completed:

- Paddy's Point, Cork (expected completion in 2027)

B1.2 Bus stops

Initial Contract 2 includes the maintenance of 1,688 bus stops, as shown in Table B2.

Table B2 Bus stops by area and facilities

ADMINISTRATIVE AREA	FACILITIES AT STOP			Sub-totals
	Bus pole only	Shelter only	Bus pole and shelter	
Cork City	329	163	28	520
Cork County	294	109	51	454
Clare	62	15	25	102
Limerick City	111	46	11	168
Limerick County	19	59	23	101
Kerry	16	10	7	33
Waterford City	85	40	2	127
Waterford County	69	18	1	88
Tipperary North	6	3	1	10
Tipperary South	60	15	10	85
Total	1051	478	159	1688

Annex C: Initial Contract 3 (Connacht/Ulster) Particular Requirements

C1. Authority Locations

C1.1 Bus interchange facilities

Table C1 shows details of the bus interchange facilities to be managed and maintained under Initial Contract 3 from the Commencement Date:

Table C1: Bus interchange facilities

FACILITY NAME	Facilities to be maintained	Maintenance boundary
Parkmore bus interchange	Automated barriers Signage Roads and Pavements Bus road markings Grass verges Fencing CCTV	As shown on drawing number XXXX

C1.2 Bus stops

Initial Contract 3 includes the maintenance of 732 bus stops, as shown in Table C2.

Table C2 Bus stops by area and facilities

ADMINISTRATIVE AREA	FACILITIES AT STOP			Sub-totals
	Bus pole only	Shelter only	Bus pole and shelter	
Galway City	157	104	30	291
Galway County	26	27	11	64
Mayo	36	15	4	55
Donegal	30	14	7	51
Sligo	63	10	18	91
Cavan	45	3	15	63
Monaghan	34	6	4	44
Roscommon	21	5	4	30
Leitrim	14	14	1	29
Total	440	198	94	732

C2. Particular Services – Parkmore Bus Interchange

C2.1 Inspections

The property shall be inspected daily, in accordance with section 5.2 of the Services Specification.

C2.2 Cleaning

The Supplier shall provide cleaning services, in accordance with section 5.3 of the Services Specification.

C2.3 Pest control

The Supplier shall provide pest control services, in accordance with section 5.4 of the Services Specification.

C2.4 Landscaping

Landscape elements at the Parkmore bus interchange include planted areas and grassed areas as shown on the drawings within the Information pack.

The Supplier shall provide landscape maintenance services, in accordance with sections 5.5 to 5.11 of the Services Specification.

C2.5 Waste management

The Supplier shall provide waste management services, in accordance with section 5.13 of the Services Specification.

C2.6 Drainage

Drainage elements at the Parkmore bus interchange include all elements shown in the drawings in the Information pack.

The Supplier shall provide drainage maintenance services, in accordance with sections 5.14 of the Services Specification.

C2.7 Mechanical and electrical

[Mechanical elements at the Parkmore bus interchange include:

- Galvanised steel palisade fencing to site boundary;
- CCTV;
- Automated barrier, including power supply and control system.

As part of its daily inspection, the Supplier shall inspect the boundary fence for any signs of damage, and report same to the Authority. The Supplier shall treat any retouch any areas of corrosion on the fencing.

The Supplier shall inspect and test the CCTV system in accordance with the manufacturer's recommendations, at the frequencies recommended by the manufacturer.

The Supplier shall inspect and test the automated barrier in accordance with the manufacturer's recommendations, at the frequencies recommended by the manufacturer.]