

STEWARTS CARE

SPECIFICATION OF REQUIREMENTS

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1. Contract Scope

1.1 This specification sets out the requirements for onsite plumbing and carpentry resources, planned servicing and maintenance, emergency call-out cover, and the associated competency, certification, health and safety, and reporting obligations. The contract applies to all Stewarts Care facilities, properties and service areas listed in Appendix 1.1, Asset List, and Appendix 1.2, Property List.

2. Onsite Plumber

2.1 The tenderer shall provide a fully qualified plumber, holding an NFQ Level 6 qualification or equivalent. The onsite attendance requirement shall apply five days per week throughout the year, excluding public holidays. The required working hours are 8:30 a.m. to 5:00 p.m., including one 30-minute lunch break and one 15-minute tea break. The onsite plumber shall sign in at the Technical Services Office each morning and sign out at the Technical Services Office before leaving the site each evening. All annual leave and sick leave must be covered by an equally qualified and Garda-vetted replacement tradesperson. At least two weeks before any planned leave, the tenderer shall email the Technical Services Department with the dates and duration of the leave, the name of the replacement plumber, and evidence of that person's Garda vetting, Safe Pass and relevant qualifications. Public holidays shall not require routine onsite attendance. Plumbing emergencies on public holidays shall be provided in accordance with the 24-hour emergency call-out arrangements and charges submitted in Appendix 2.

3. Onsite Carpenter

3.1 The tenderer shall provide a fully qualified carpenter or cabinetmaker, holding an NFQ Level 6 qualification or equivalent. The onsite attendance requirement shall apply five days per week throughout the year, excluding public holidays. The required working hours are 8:30 a.m. to 5:00 p.m., including one 30-minute lunch break and one 15-minute tea break. The onsite carpenter shall sign in at the Technical Services Office each morning and sign out at the Technical Services Office before leaving the site each evening. All annual leave and sick leave

must be covered by an equally qualified and Garda-vetted replacement tradesperson. At least two weeks before any planned leave, the tenderer shall email the Technical Services Department with the dates and duration of the leave, the name of the replacement carpenter, and evidence of that person's Garda vetting, Safe Pass and relevant qualifications. Public holidays shall not require routine onsite attendance. Where emergency carpentry attendance is required on a public holiday, it shall be provided in accordance with the 24-hour emergency call-out arrangements and charges submitted in Appendix 2.

3.2 The carpenter shall carry out carpentry works as required, including hanging new fire doors; measuring, specifying and ordering new kitchen layouts; measuring, specifying and ordering bedroom vanity units and wardrobes; and completing other associated carpentry works instructed under the contract.

3.3 The onsite carpenter and onsite plumber shall not cover each other's role during any period of absence. Each role shall be covered by a fully qualified tradesperson holding the same relevant qualification as the person being replaced. Every replacement tradesperson shall comply with the same daily sign-in and sign-out, certification, safety and reporting requirements that apply to the regular onsite tradesperson.

4. Servicing and Maintenance

4.1 The regularly assigned onsite plumber and onsite carpenter may undertake routine maintenance and associated works falling within their respective qualifications and competencies. The tenderer shall provide additional qualified personnel where required to complete planned servicing, statutory inspections, specialist maintenance or other routine contract obligations without reducing or interrupting the required onsite attendance of either trade. The tender price shall include all personnel and resources required for those obligations, and additional personnel shall not attract a separate charge. Emergency call-out work shall be charged only at the rates included in Appendix 2 and only when an incident meets the emergency criteria stated in this specification.

4.2 The tenderer shall provide a qualified service engineer to service and maintain all oil and gas boilers and associated equipment identified in Appendix 1.1, Asset List, and Appendix 1.2, Property List.

4.3 The tenderer shall provide a qualified service engineer to service and maintain all mechanical-assist systems and associated equipment identified in Appendix 1.1, Asset List, and Appendix 1.2, Property List. The scope shall include all listed heat pumps installed in newly renovated properties.

- 4.4** For each boiler maintained under the Appendix 1.1 schedule, the tenderer shall submit the relevant service docket and flue-gas analyser certificate as part of the overall service report. The relevant RGI certificate shall also be submitted where applicable.
- 4.5** The tenderer shall maintain an up-to-date servicing and maintenance register for all assets covered by the contract. The register shall record the asset, property, service date, works completed, test results, defects identified, remedial action required and next service due date. Any defect presenting an immediate safety or operational risk shall be reported without delay to the Technical Services Department. Completed records shall be submitted in a format agreed with Stewarts Care.
- 4.6** The tenderer shall provide a qualified plumber to maintain all domestic hot- and cold-water services at the Stewarts Care properties listed in Appendix 1.2, Property List, including the associated assets identified in Appendix 1.1, Asset List.
- 4.7** The tenderer shall provide a qualified plumber to maintain all drains, toilets and internal pipework. The plumber shall ensure that external manholes are kept free from waste blockages and shall arrange jetting of the lines when required. All costs associated with jetting the lines shall be included in the tender price.
- 4.8** The tenderer shall provide a qualified plumber to maintain all sanitary ware, including electric and pumped showers. The tender price shall include routine maintenance and repair. Replacement sanitary ware or shower equipment shall not be supplied or installed without prior written authorisation from Stewarts Care through a separate purchase order.
- 4.9** The tenderer shall provide both the onsite plumber and the onsite carpenter with company transport and a complete set of tools suitable for their respective works. The onsite plumber shall hold valid MEWP certification and a valid Safe Pass for the duration of the contract. The onsite carpenter shall hold a valid Safe Pass for the duration of the contract. All certifications shall remain current and shall be made available to Stewarts Care upon request.
- 4.10** The tenderer shall provide all ladders, safety harnesses, fall-restraint systems and associated access or fall-protection equipment required to complete the works safely. The tenderer shall also provide all necessary information, instruction and training for work at height, the use of fall-restraint systems and low-level access work. Training records and relevant certification shall be maintained by the tenderer and made available to Stewarts Care upon request. These requirements shall apply to both the onsite plumber and the onsite carpenter.
- 4.11** Stewarts Care will allocate a storeroom to the onsite plumber for the storage of tools, equipment and materials required under the contract. The tenderer shall ensure that the storeroom is kept

clean, tidy, orderly and safe at all times and remains suitable as a safe working and storage area. Tools, equipment and materials shall be stored securely and shall not create an obstruction, fire risk, trip hazard or other safety risk. If the storeroom is not maintained to the required standard, Stewarts Care may withdraw access to it, in which case the tenderer shall arrange suitable off-site storage at no additional cost to Stewarts Care.

4.12 Stewarts Care will allocate a designated workshop to the onsite carpenter for the storage and use of tools and equipment required under the contract. All carpentry tools and equipment shall be supplied, maintained and, where necessary, replaced by the tenderer at no additional cost to Stewarts Care. The tenderer shall ensure that the workshop is kept clean, tidy, orderly and safe at all times. All tools and equipment shall be maintained in a safe and serviceable condition, fitted with the required safety guards and used only for their intended purpose. The tenderer shall ensure that all required inspections and periodic tests, including portable appliance testing where applicable, are completed at the appropriate intervals and that the relevant records are maintained and made available to Stewarts Care upon request. Any defective or unsafe tool or item of equipment shall be removed from use immediately.

4.13 The tenderer shall provide a 24-hour emergency call-out service for urgent plumbing and carpentry incidents, including leaks, breakages and other incidents requiring immediate attendance to protect people, property or continuity of services.

5. Emergency Response Arrangements

5.1 Emergency call-outs shall be managed in accordance with the response arrangements and charges submitted in Appendix 2. Appendix 2 shall clearly state the tenderer's proposed call-acknowledgement and site-attendance times. The tenderer shall provide Stewarts Care with a dedicated emergency contact number that is operational 24 hours per day, 365 days per year. The tenderer shall maintain a record of each call-out, including the time received, time acknowledged, time attended, nature of the incident, works completed and any further action required, and shall submit that record to the Technical Services Department.

6. Emergency Call-Out Pricing

6.1 Appendix 2 shall clearly itemise all emergency call-out rates and charges, including labour rates, travel costs, minimum attendance charges, out-of-hours premiums and any other applicable costs. No emergency call-out charge shall be payable unless it is included in Appendix 2.