



INVITATION TO TENDER

**Servicing and Provision of Commercial Catering – Air
Conditioning Equipment.**

Appendix 1 Part 1b.

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1.0 General Information

1.1 The tender is for the provision of the following services

- 8am-5pm Callout facility on commercial catering/air conditioning equipment.
- Undertaking servicing and certification as required of current appliances.
- Attendance to repair on a time and materials basis
- To carry out repairs to appliances as instructed by the service manager
- Pricing for replacement of current items, including connection and certification where required.
- As part of this agreement and at the discretion of the Service Manager what will be defined as small works may be issued. Definition of small works for the purposes of this agreement will consist of full equipment replacement, upgrades and modernisations.
- Delivery of planned servicing, testing and certification appliances as specified.

1.2 This will primarily be a repair and servicing contract. The majority of callouts will be Level 1 emergency repairs or as set by the client. The cost to provide these services will be included within the rates/prices provided in the pricing document (Appendix B Pricing Model) and form of tender for the execution of servicing and repairs.

1.3 Types of equipment/services included but not limited to.

- Commercial/domestic gas appliances
- Cookers/Ovens
- Commercial/domestic extract systems
- Air conditioning equipment
- Fridges/freezers
- Dishwashers
- Kitchen deep cleans

1.4 Progress meetings will take place at the discretion of the service manager

1.5 A program for servicing will be issued by the service manager based on current asset information. The Contractor (successful tenderer) can request current programmes to be adjusted but this will be subject to approval from Aster.

2.0 Requirements

2.1 The Contractor (successful tenderer) shall be required to repair, replace and service commercial catering/air conditioning equipment for the most part. Any replaced items shall be agreed in advance with the service manager. The supplier is to nominate a products or appliances which will be consistently used until discontinued. It will be the supplier's responsibility to ensure any appliances are suitable for intended use and the location. Aster reserve the right to change preferred makes/models at any time.

2.2 Where an appliance is in receipt of any manufacturer's warranty or includes extended warranty, documents are to be submit to the service manager.

2.3 Where any appliance or item is to be disposed of, a valid hazardous waste transfer note is to be completed by the Contractor (successful tenderer) and made available upon request.

All sections of the transfer note are to be fully completed. Failure to provide this when requested will lead to none payment.

2.4 Response repairs will be issued via the Aster contractor portal. It is anticipated that a simple 'service down' statement from the site will generate the response visit. The Contractor (successful tenderer) will attend site within the stipulated time frame and rectify any defect to resume the service. On completion of any repair/service visit the Contractor (successful tenderer) will provide an engineer report which is to be attached to the job being completed in Aster's contractor portal. For repairs this will be confirming an outline of the fault that has been repaired and an opinion as to whether further works are required or recommended. For service jobs the Contractor (successful tenderer) will attend each site to service the equipment specified and provide a report that covers each piece of equipment to be submitted via the contractor portal when completing jobs released. This service report will need to detail that all compliance related safety checks have been completed in accordance with current regulations and highlight any deviation from this together with necessary remedial action required.

2.5 Any subsequent instruction for a repair to be carried out will be on a time and materials basis with any uplifts as set out in the pricing document. If replacement is deemed to be to most costs effective option a quotation is to be provided for approval by the service manager.

2.6 Where the following occurs, the contractor is to note, record and notify Aster but this should not delay works proceeding.

- Any damage caused by flood, storm, vandalism or wilful neglect by a third party
- Any supply of works which will exceed £250 prior to the contractor's mark-up will require approval by the Service Manager. This figure may be amended at the service managers discretion. Please note if there is an immediate danger/threat to life present and works to make safe would exceed the working spend limit no pre-approval will be required and Aster will accept costs retrospectively. Please ensure the service manager is made aware at the earliest opportunity.

Failure to follow the above may result in refusal to pay for any works.

3.0 Maintenance Procedures

3.1 All service and maintenance works must be carried out by a competent, qualified engineer. The maintenance & service is to meet all legal requirements & industry standards.

3.2 The contractor must include for the maintenance of the equipment and systems in accordance with the manufacturer's instructions and the following testing/inspections as a minimum.

3.3 Aster reserve the right to add/remove services and equipment throughout the duration of this agreement.

3.4 Air Conditioning units/Walk in Fridges/Freezers- 6 Monthly visits

- Test compressor for undue noise or vibration.
- Inspect refrigerant charge level in receiver and/or liquid line sight glass. Ensure "F" Gas inspection is complete, as appropriate.

- Inspect accessible parts of system for refrigerant leaks. Pay particular attention to bolted and flare connected joints, sight glass glands and any pressure relief valve vent to atmosphere.
- Inspect condenser and evaporator fins for damage and/or dust accumulation. Clean as necessary.
- Fans and motors and damper drive motors (if fitted). Check bearings and lubricate as necessary. Inspect and check on fan guard covers and inspection plates.
- Check and clean evaporator and drains, dip tray and pump. Check condensate drain is clear and clean.
- Inspect refrigerant pipework for vibration and rectify any loose or inadequate support/fixing.
- Check Filter condition and clean or replace as necessary.
- Inspect condition of Insulation and repair and reseal as necessary.
- Clean surfaces of compressor and components of condensing unit. Remove any dirt or rubbish from vicinity of plant.
- Check for damage to flexible conduits. Tighten all terminal connections. Isolate local control panel and inspect for signs of overheating. Check integrity of electrical insulation.
- Confirm system operation is in accordance with design parameters, and that start/stop times are in accordance with the Premise Manager's requirements.

System Controls:

- a) Confirm correct date and time is displayed.
- b) Confirm correct plant operation times.
- c) Confirm operation of room set point controls.
- d) Confirm all temperature indications are realistic.
- e) Check operation of frost protection.
- f) Gas Regulations

NB The Contractor MUST ensure that only those tradesmen who have passed C&G course 2079 carry out this portion of work.

- Confirm and record type of refrigerant gas and charge in each circuit
- Carry out leak checks for each system

3.5 Gas appliances- 12 Monthly

Complete tasks/check the correct operation of:-

- Thermostat or heat control switch;
- Temperature indicators/actual;
- Flame failure devices;
- Thermocouple and pilot light assembly;
- Burner condition;
- Burner jets and pressure;
- Ignition devices;
- Seals;
- Safety devices;

- Gas supply condition and fitment;
- Gas test;
- Functional test of equipment.
- Check electrical terminations;
- Check for noise and vibration;
- Check electrical terminations and fuses;
- Check elements and motors;
- Check overall condition;
- Provide gas safety certificates (CP42/CP12)
- Check all emergency appliance isolation and cut out devices are working

3.6 Commercial Extraction Systems Inspection- 6 Monthly

- Inspection including an inspection throughout the ducted system to identify fat and grease build up that would create potential for a fire hazard.
- Provide post inspection report with pictures.
- Provision of a certificate confirming system complies with TR/19 standards if no clean is required.
- If cleaning is identified as being required in order to comply with TR/19 standards a quotation is to be submitted to the service manager complete with the post inspection report. Cleans will be carried out on a reactive basis as Aster communal kitchens have differing amounts of usage and some kitchens may have no usage for extended periods. Certification confirming compliance with TR/19 standards will then be issued with a pre/post clean report including pictures.

Excluded from the servicing requirement is the actual cleaning of fat and grease from the extraction system. This will be charged at the rates contained within the pricing document on instruction from the service manager.

3.7 Kitchen Deep Clean- 12 Monthly

- Provision of pre and post clean report
- To include- walls, ceilings, worktops, appliances, floors, cupboard interiors, shelves

4.0 Location

This will cover all Aster properties predominantly within the Southwest. Regions requiring cover will predominately be but not limited to the following counties Somerset, Wiltshire, Hampshire, Dorset, Devon and Cornwall.

4.1 Program period

Servicing works will be undertaken throughout the year to meet the Association compliance requirement. A cyclical programme will be issued to the Contractor (successful tenderer) and must be adhered to, changes to this programme can be made upon request but will be subject to Aster approval. Repair, appliance renewal works, and other call outs will be undertaken in

line with the priorities set out in this document. The nature of the works is to deliver the servicing program to ensure systems are continually certified where necessary and any service disruption is kept to a minimum.

4.2 General for all service and repair packages

4.1 All materials and workmanship are to achieve the Aster expectation to remain compliant at all times and unless otherwise stated/permitted, materials are to be new. All works are to be carried out in strict accordance with the instructions given by the Contract Administrator from time to time during the progress of the works and to their entire satisfaction.

4.2 All goods, materials and workmanship used in the Works shall, so far as is practicable and unless otherwise specified, have been produced in the United Kingdom or any other EEC member country. No deviation from specified materials will take place without written authority.

4.3 Where a Standard or Code of Practice issued by the British Standards Institution or a European equivalent, the date at tender is appropriate, goods, materials and workmanship used in the Works, unless otherwise described, shall be in accordance with that standard

4.4 The letters "BS" followed by a number refers to particular British Standards published by the British Standards Institution. The relevant items must comply with the quoted BS, together with all amendments current at the date of tender.

4.5 In addition to the compliance with the provisions of the British Standards and Codes of Practice, the works shall comply with all relevant statutory instruments and regulations current at the date of tender (unless stated otherwise in this Specification) and in particular, with the following:

- Hazardous Waste Regulations 2005
- Health and Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulations 2002
- Regulatory Reform (Fire Safety) Order 2005
- Gas Safe Regulations
- Electrical Safety at work
- Control of Asbestos Regulations 2012
- Construction (Design and Management) Regulations 2015
- Building Regulations

4.6 It is the aim of this agreement that the bodies involved will aim to undertake the servicing, repair and replacement/installation of commercial catering/air conditioning equipment located within Aster properties. Please note that any property list provided is an indicative list and will be subject to additions/removals throughout the duration of the contract. All jobs will need to be attended/completed in line with the priorities set out against them when issued.

4.7 Offer advice and guidance on appliance specification and choices, support and assistance on upgrading, repairing and modernising of current installations. Whilst Aster will be guided by the specialist's opinion Aster reserve the right to place orders with other organisations or tender works which are deemed outside this agreement.

4.8 Create a mutually beneficial partnership Involving Aster, Contractor and any suppliers and third parties to bring about successful projects from inception through to completion

4.9 To develop and evolve a maintenance schedule and influence any replacement program.

4.10 Work in an open and honest way with shared information on products, budgets, programmes, specifications and costs.

4.11 Gain an understanding of the drivers behind the respective businesses to enable each partner to minimise the risks to each other by focusing on mutual interests.

4.12 Deliver these services in an environment of continuous improvement and achieving maximum value delivering repairs/servicing safely, on time and to cost and minimal complaints.

4.13 All service and maintenance works must be carried out by a competent, qualified engineer. The maintenance & service is to meet all legal requirements & industry standards.

4.14 All work instructions will be issued through Asters contractor portal. Training will be provided by Aster on its use detailed instructions are outlined below. Works must be completed within the priority timeframe given against the jobs issued, should the Contractor (successful tenderer) believe they cannot complete the work within the priority set they must notify the service manager immediately. An engineer worksheet must be attached to all jobs being completed failure to do this means Aster cannot accept the job is completed and will result in the Contractor (successful tenderer) not receiving payment (a job cannot be completed without an appropriate worksheet). Following completion of works a monthly application will be submitted to the Service Manager for review, any non-completed works or costs against jobs outside of the agreed values will be disputed. The reviewed application will be returned highlighting all approved jobs and any disputed with an explanation. Together with the application a consolidated PO will be returned to enable the Contractor (successful tenderer) to submit a consolidated invoice against the agreed value detailed within the PO.

4.15 All works delivered are to be carried out against the issue of a valid works instruction via the contractor portal. (Job Number)

4.16 Valid works instructions will be considered to be

- Job number issued via the contractor portal
- Emergency jobs phoned through from the call centre- followed by a job number issued via the portal
- Instruction from service manager (written or verbal) followed by a job number issued via the portal

5.0 Engineer Worksheets

5.1 As previously outlined an engineer worksheet is required to be attached to a job as a PDF document via Aster's contractor portal on completion of works. This worksheet as a minimum should cover off the following information.

- Site name/Aster job number
- Engineer attendance time/date
- Engineer's time spent on site

- Engineers name
- Detail of works completed, together with summary if system has been returned to working order/additional recommendations
- Confirmation engineer has carried out dynamic risk assessment and confirmation it is safe to proceed.
- Engineer signature
- Client signature (if possible)

6.0 Engineer Competency

6.1 Aster will request an engineer training matrix which will need to detail all operatives that may work on the contract. This will need to be maintained by the Contractor (successful tenderer) and when updated revised copies sent to the service manager. This will also include when any new operative is added.

6.2 Aster reserve the right to question the competency of an operative working on the contract and if not satisfied they are competent to carry out the works set out as part of this contract reserve the right to request, they are not to attend Aster sites.

7.0 Site/Property Access

7.1 It is the Contractor (successful tenderer)s responsibility to make all necessary access arrangements that are required in order to gain entry and complete works instructed. Aster will provide contact information and will only act as a point of escalation should the Contractor (successful tenderer) have difficulties in making contact. Provision must be made to follow the below procedure.

- Bookings must be made in advance of the due date, giving ample time for resolution if contact with the site cannot be made ensuring compliance with the due date.
- Contact attempts to be made on three separate occasions to organise access arrangements.
- Details of the contact (dates, times & relevant numbers or e-mail addresses) to be evidenced via the Contractor Portal.
- If after three occasions still no date has been booked, these cases should be flagged as 'No Contact' and escalated back to Aster Group for resolution.
- Once Aster Group has resolved the issues, the updates will be communicated via the Contractor Portal.

8.0 Application for Payment

The Contractor (successful tenderer) following completion of works will submit a monthly application for payment to the Service Manager for review, any non-completed works or costs against jobs outside of the agreed values will be disputed. The reviewed application will be returned highlighting all approved jobs and any disputed with an explanation. Together with the application being returned a consolidated PO will be issued to enable the Contractor (successful tenderer) to submit a consolidated invoice against the agreed value detailed within the PO for all approved jobs. Any jobs disputed will need to be re-submitted on the next application providing the disputed reason has been addressed and corrected. Any invoices

submitted outside of this process or submitted with a value exceeding that detailed on the PO will not be paid. PLEASE NOTE- Aster reserves the right to request for a full breakdown of costs submitted including evidence of hours spent on site and visibility of any material invoices from the Contractor (successful tenderers) supplier.

9.0 Aster's Contractor Portal Usage

9.1 The following is an overview of the expectation of Contractor (successful tenderer)s use of Asters Portal the timeframes outlined below must always be adhered to. The necessary administration provision must be allowed for within the Contractor (successful tenderers) tender return.

- To accept and reject jobs within 8 working hours of receipt on the portal. All rejections require a call being made to the servicing team and mandatory notes as to why this work will not be completed by the contractor.
- Once accepted works are to be scheduled with the tenant and appointment details added to the job or, in cases where the tenant is not required for access, ensure the job is taken through to the next stage by updating with a No Appointment Required reason and entering notes on the intended visit date/time.
- When work cannot be completed on the first visit, to ensure that all parties know of the reason the works were not completed, by selecting the relevant reason and attaching a work sheet. All second visits will be sent back to the contractor with a count reference (using same job number but referencing DA005634/2). These should be accepted within 8 working hours and scheduled in again as per previous point.
- The completion of jobs can only be back dated up to 10 days prior to the accepted date so contractors must stay on top of the jobs they are managing via the portal. The portal will send daily notifications for open jobs in the portal to assist with this management. Please ensure you provide Aster with a relevant email address for this distribution email.
- A worksheet must be attached to every job completion (within 2 working days of the onsite visit being made) including the first visit where the job is being returned advising a second visit is required. If this document is disputed, it will be returned to the contractor in the portal with a disputed status advising the reason for the dispute. This must be dealt with within 2 working days by attaching the correct file with accurate details included. Notes of what the contractor has changed must be included.
- Invoices can be viewed within the portal with status of received, reconciled and paid. If there are any queries within this section of the portal, all contact must be via the AM & M purchase ledger team.
- Invoices, quotes, worksheets, certificates and photos can all be added to the job at any point throughout its life cycle. Notes must always be added to let Aster employees know it's there.
- Job management is a crucial part of the Contractor (successful tenderer)s role, so Aster insist that notes are added throughout the job life cycle to ensure all parties are aware of the current situation with each issued job.
- All jobs should go through three main stages; accept or reject, schedule, complete. Timeframes for these are as follows:
 - Accept or reject - 8 working hours
 - Schedule - within 8 working hours after acceptance.

Please note if not able to schedule, notes or reasons can be applied to communicate delays.

- Complete - Within 2 working days of the job/visit being completed.
All completions/visit completions require a worksheet.
Notes should be used to communicate delays.

9.2 The successful contractor will be issued jobs through Asters Contractor Portal,

9.3 Access arrangements will be the responsibility of the Contractor (successful tenderer). Aster will provide the contact details, but the Contractor (successful tenderer) is responsible for making the necessary access arrangements to gain entry to site and complete works.

9.4 The attendance will be costed as per the Pricing schedule (Appendix B)

9.5 Should the repairs amount to what is perceived as excessive and not worth the investment of an aging appliance, the contractor is to contact the service manager and discuss options. Any recommendation on the provision or property are to be reported back in writing. No obligation to offer follow on work is provided.

9.6 The Service Manager will decide on the scale/scope and complexity of the works. Some items may be placed directly with the service contractor at the discretion of the Service Manager.

9.7 Any addresses which the Contractor (successful tenderer) believes are under specified or over specified for the service are to be raised with the Servicing Manager.

9.8 Jobs for servicing inspections will be issued via Aster's contractor portal in line with the agreed cyclical programme on completion of the cyclical activities a servicing worksheet will be required to be attached to the job when closing. This servicing worksheet will need to document all necessary compliance related checks have been completed and if the outcome was satisfactory. As part of this agreement and at the discretion of the Service Manager what will be defined as small works may be issued. Definition of small works for the purposes of this agreement will consist of system replacement, upgrades and modernisation. This work will be on a quoted basis and quotes will be submitted in line with the rates set out in the pricing document. Aster reserves the right to request for a full breakdown of costs submitted including any and all material invoices.

9.9 Submissions for payment will be submitted following an application for payment method, Aster will provide an application template to be used. The contractor will be required to submit applications on a monthly basis only against jobs that have been physically completed via Aster's contractor portal any applications against jobs not completed will be disputed.

9.10 Aster also reserve the right to dispute any jobs where costs exceed pre agreed values.

10.0 Roles and responsibilities

10.1 Surveyor - Aster (will also be the named service manager within the NEC contract)

Role

- a) To carry out day to date supervision of the works programme
- b) To provide a first point of contact for tenants/users and to provide information and resolve queries as necessary
- c) To undertake any surveys and inspections and provide the contractor with information to allow contract progression
- d) Manage and maintain financial control including the undertaking of valuations, variations, invoicing and production/review of certificates
- e) Carry out quality control on servicing contract and monitor compliance.
- f) Undertake progress meetings as necessary, producing minutes, and ensuring actions are completed and undertaken in a timely fashion
- g) Carry out the contract administration in line with the Planned Maintenance Procedures

Responsibility

- a) Ensure any tenant consultation is carried out and act as first point of contact for all tenant contract queries
- b) In conjunction with the Contractors Supervisor provide day to day management of the works
- c) Carry out on site inspections and liaise with tenants as required
- d) Make on site decisions regarding the day to day delivery of the works
- e) Implement, on a day to day operational basis the working practices, procedures and policies set out in any Aster documentation
- f) Report back to management on any operational matters that require a change in working practice, procedure or policy

10.2 Servicing Manager- Aster

Role

- a) Co-ordinate the different planned maintenance programmes on a day to day operational basis to ensure sufficient resources are in place
- b) Provide day to day support to front line operational staff
- c) To provide, in conjunction with senior management, agreed performance data

Responsibility

- a) Ensure that detailed programmes are developed, maintained and updated and report back to any monitoring group on progress against programme
- b) Ensure that adequate staffing resources are available on the client side for each planned programme
- c) Ensure information from each planned programme is cross referenced to other programmes and works to ensure no programme operates in isolation
- d) Ensure appropriate administrative support is provided to any monitoring group to enable it to function efficiently and effectively
- e) Ensure that key performance data is provided to any monitoring group as required

10.3 Technical Services Assistant Director - Aster (possibility some of role undertaken by others)

Role

- a) To oversee the delivery of the works within Aster
- b) Ensure team members remain focussed, committed and working in a constructive, co-operative way
- c) Co-ordinate key performance data and ensure it is presented to any monitoring group
- d) To challenge and question current practice and procedure to ensure continuous improvement is achieved
- e) To ask why and how

Responsibility

- a) Ensure appropriate key performance information is provided to any monitoring group
- b) Provide support and direction to front line members of staff delivering the planned programmes in conjunction with the Servicing Manager
- c) Monitor and manage expenditure to ensure financial arrangements are operating within target prices and report back to any monitoring group where this is not the case
- d) To raise issues or concerns from an overall partnering approach to any monitoring group
- e) Propose improvements and best practice examples to any monitoring group
- f) To ensure all parties are working effectively
- g) To facilitate the development of new ideas and processes to improve effectiveness and efficiency of the arrangement
- h) To ensure performance data is being collected and used

10.4 Site Manager/Supervisor- Contractor

Role

- a) To carry out day to day supervision of the programme
- b) To provide a first point of contact for tenants and to provide information and resolve queries as necessary

Responsibility

- a) To co-ordinate the ordering and delivery of all materials required to carry out the planned programme
- b) To supervise all operatives on a day to day basis and monitor individual performance
- c) In conjunction with the Surveyor provide day to day management of the programme
- d) Collect collate and provide Key performance information in line with the requirements of any monitoring group
- e) Make on site decisions regarding the day to day delivery of the programme
- f) Implement, on a day to day operational basis the working practices, procedures and policies agreed by any monitoring group
- g) Report back to any monitoring group any operational matters that require a change in working practice, procedure or policy
- h) To take day to day responsibility for health & safety and environmental issues

10.5 Contract Manager- Contractors

Role

- a) To oversee the delivery of the contract within the contracting organisation
- b) Ensure team members remain focussed, committed and working in a constructive, co-operative way
- c) Co-ordinate key performance data and ensure it is presented to each planned maintenance monitoring group meeting

Responsibility

- a) Ensure appropriate key performance information is provided to any monitoring group
- b) Provide day to day support and direction to front line members of staff delivering the planned programmes
- c) Monitor and manage expenditure to ensure the financial arrangement is operating within target prices and report back to core group where this is not the case
- d) To raise issues or concerns from an overall partnering approach to any monitoring group
- e) To assist the Service Manager with reporting programme updates to any monitoring group
- f) To take overall responsibility for health & safety issues

Regional Director- Contractor

Role

- a) To challenge and question current practice and procedure to ensure continuous improvement is achieved
- b) To ask why and how
- c) To develop the partnering approach within the contracting organisation

Responsibility

- a) To lead on the development of the partnering arrangement
- b) To ensure the group is working effectively
- c) To facilitate the development of new ideas and processes to improve effectiveness and efficiency of the arrangement
- d) To ensure performance data is being collected and used

11.0 Relationships, communications, detail and protocols –

Communication and conflict resolution

All information should start with the surveyor and site supervisor to resolve and or deal with. Escalation only takes place should the issue not be resolved within the stated time frame or conflict ensues over a decision/action

Aster		Contractor
Surveyor	5 days	Site Supervisor
Servicing Manager	5 days	Contracts Manager

Technical Services
Assistant Director

10 days

Contractors Area Director

12.0 Timetables and programmes –

It is anticipated that this work will commence on 26/07/2020. A process will be established jointly and used to monitor the service delivery.

13.0 Priority levels

Level	Type	Category for KPI	timescale	Example/definition
1e	Critical	Emergency	4 hours	Any defect or situation that has the potential to endanger life or limb, cause major damage to the dwelling or affect a large number of dwellings in the opinion of the client
1	Emergency	Emergency	24 hours	Any defect that puts the health, safety or security of the tenant or third party at immediate risk or adversely affects the structure of the property. Normally a single dwelling in the opinion of the client
2	Urgent	Urgent	5 working days	Any defect that causes some minor inconvenience to the health, safety or security of the tenant or third party in the opinion of the client
3	Routine	Routine	20 working days	Any defect that can be deferred without serious discomfort inconvenience or nuisance to a tenant or third party in the opinion of the client
4	Cyclical	Cyclical	work to be completed within the calendar month/ by due date	For the most part these are works which are of periodic testing and inspection in nature

14.0 Pricing frameworks –

See document Appendix B – Pricing Model

Consultant service matrix –

At this stage no consultants will be party to this agreement

15.0 Material Supply and supply Chain relationship

15.1 Where appropriate the client reserves the right to introduce its own supply chain and/or services along with materials. Any pricing will be adjusted accordingly.

15.2 Providers appointed to the Contract may be required as main contractor within projects and to utilise supply chains already or yet to be established by Aster Property or the procurement clubs which support them.

16.0 Combined risk register

A combined risk register will be produced with the successful contractor.

17.0 Access for tender stage visits

Several sites are access controlled. Any site visits to be arranged via In-Tend requests. Any queries or questions are to be submitted through Intend. Any breach of this may result in tender exclusion.

In-Tend is free to use and access and can be found by following this link: <https://www.in-tendhost.co.uk/aster/asp/Home>