

PART E: TECHNICAL SPECIFICATION SHEETS

FACILITIES MANAGEMENT AND ENGINEERING SERVICES

Part 1: Scheduled Services – Preventative Maintenance (Direct Services Contract)

Part 2: Additional (ad-hoc) Services and Responsive Maintenance (Framework Contract)

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Part 1: **Scheduled Services - preventative maintenance**

Direct Service Contract (DSC)

Scheduled maintenance specification sheet

1

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #1. Office and Window Cleaning

Scope of the scheduled/preventative maintenance services:

- All offices including Security Cubicle.
- Toilets/Shower.
- Main Reception Area and Main Stairs and Lift.
- Publication Stores.
- Halls, corridors including link to Conference Centre, landings, stairs, photocopying areas.
- Coffee Docks.
- Dining Hall and Kitchen.
- Meeting Rooms in Loughlinstown House and small Downstairs Meeting Room and Training Room in Conference Centre.
- Conference Centre to include foyer, corridors, interpreters' booths, main conference hall, stairs.
- Windows internal and external. Internal glass doors and surrounds.
- Staff Accommodation/Recreation Area

Service level:

Daily

1. All offices including Security Cubicle.

Vacuum carpets and spot clean stains/spillages. Waste paper bins are to be emptied and wiped out as necessary, refuse to be removed to designated area. All furniture, fittings and office equipment (other than computers) to be dusted, polished and stains removed. Coffee cups are to be removed from the Director's and Deputy Director' Office and returned to kitchen.

Dust window ledges, skirting, partition tops and exposed surfaces.

Remove finger marks from doors and doorframes. Clean telephones and leave streak free.

Remove cobwebs and dust to ceiling level using long handled duster if necessary.

Dust library shelves.

Periodically (usually monthly by arrangement) wipe clean desks that are free from papers and paperwork.

2. Toilets/Shower

The toilet room facilities must be maintained in a clean and sanitary condition at all times. Cleaning must be done using an antiseptic solution in the cleaning water.

Sweep, wash, rinse floors. Thoroughly wash all basins, urinals, and toilet bowls, shower trays. Wash toilet seats and all fittings and remove stains. Polish fittings and mirrors. Waste paper bins are to be emptied and cleaned and refuse removed to designated area. Replenish paper towels and toilet paper as necessary. Check liquid soap dispensers and fill as necessary.

Wash wall tiles, partitions and cubicle doors removing stains. Remove cobwebs and dust to ceiling level using long handled duster if necessary.

Daily sign off sheets shall be maintained in appropriate clear plastic holders on the reverse of toilet doors. It is the responsibility of the contractor to ensure that the holders are fixed in place and to replace any that detach or are broken.

Cleaning materials/chemicals may not be left in the toilet areas.

3. Main Reception Area, Mains Stairs, Lift and Porch.

Floor to be swept washed and buffed paying attention to corners, edges and skirtings. Waste paper bins are to be emptied and cleaned and refuse removed to designated area. Furniture, fittings, ledges etc. to be dusted. Stairs to be swept and washed.

Remove entrance mat and clean. Remove cobwebs and dust to ceiling level using long handled duster if necessary.

4. Publication Stores.

Floor to be swept. Waste paper bins are to be emptied and cleaned and refuse removed to designated area. All furniture, fittings and office equipment (other than computers) to be dusted and stains removed. Replenish paper towels and liquid soap as necessary.

Floor to be washed and buffed. Remove finger marks from doors and frames. Clean telephones and leave streak free. Dust window ledges, skirting, partition tops and exposed surfaces. Remove cobwebs and dust to ceiling level using long handled duster if necessary.

Dust shelves.

5. Halls, corridors including link to Conference Centre, stairs, Photocopy Areas.

Vacuum carpets paying attention to corners, edges and skirting. Spot clean stains/spillages. Sweep, wash and buff hard surface floors. Dust and polish all fittings/furniture including rails and bannisters. Dust window sills, ledges and skirtings.

Remove finger marks from doors and door frames. Remove cobwebs and dust to ceiling level using long handled duster if necessary.

Clean extractor fan louvres (Canteen link corridor)

6. Coffee Docks

Sweep, wash and buff floors. Wipe down tiles, work-tops and cupboards. Keep fridges and other appliances free from stains and marks. Clean inside of fridges, usually on Friday evenings. Clean sinks and fittings. Empty bins. Collect used crockery and bring to kitchen area.

Remove marks from doors and frames. Remove cobwebs and dust to ceiling level using long handled duster if necessary.

7. Dining Hall and Kitchen.

Vacuum carpets and spot clean stains/spillages. All furniture and fittings, including bases of tables, to be dusted, polished and stains removed. Dust window ledges, skirting and exposed surfaces. Sweep, wash and buff hard surface floors taking care to clean around and under servery equipment. *Particular attention must be paid to washing the floor and wall tiles in the kitchen using an antiseptic solution in water taking care to clean under catering equipment Floor grills in the kitchen are to be lifted and the grills and supporting frames cleaned. N.B. Buckets and mops may not be emptied or rinsed in kitchen sinks.*

Remove finger marks from doors and door frames. Clean telephones and leave streak free. Remove cobwebs and dust to ceiling level using long handled duster if necessary.

8. Meeting rooms in Loughlinstown House, small downstairs Meeting Room and Training Room in Conference Centre.

Vacuum carpets and spot clean stains/spillages. Waste paper bins are to be emptied and cleaned and refuse removed to designated area. All furniture, fittings and office equipment (other than computers) to be dusted, polished and stains removed.

Remove finger marks from doors and door frames. Clean telephones and leave streak free. Dust window ledges, skirting, partition tops and exposed surfaces. Remove cobwebs and dust to ceiling level using long handled duster if necessary.

9. Conference Centre.

- Foyer/Reception area

Floor to be swept washed and buffed, as necessary, paying attention to corners, edges and skirtings. Waste paper bins are to be emptied and cleaned and refuse removed to designated area. Furniture, fittings, ledges etc. to be dusted and polished.

- Main Conference Hall and corridors

Vacuum carpets and spot clean stains/spillages. Waste paper bins are to be emptied and cleaned and refuse removed to designated area. All furniture, fittings and office equipment (other than computers) to be dusted, polished and stains removed. Remove finger marks from doors and door frames. Clean telephones and leave streak free. Dust window ledges, skirting and exposed surfaces. Remove cobwebs and dust to ceiling height using long handled duster if necessary.

- Interpreters booths and side stairs.

Inspect and as necessary, vacuum carpets and spot clean stains/spillages. Waste paper bins are to be cleaned and emptied and refuse removed to designated area. All furniture, fittings and office equipment (other than computers) to be dusted, polished and stains removed. Remove finger marks from doors and door frames. Clean telephones and leave streak free. Dust window ledges, skirting and exposed surfaces. Brush stairs. Dust and polish rails/banisters. Remove cobwebs and dust to ceiling height using long handled duster if necessary.

10. Staff Accommodation Area

Sweep, wash, rinse floors. Vacuum carpets and spot clean stains/spillages. Thoroughly wash all basins, urinals, and toilet bowls, shower trays. Wash toilet seats and all fittings and remove stains. Polish fittings and mirrors.

11. Window Cleaning

11.1 Monthly

Security Cubicle windows and door. Glass doors and windows in Reception Area to full height including sloping glass above porch. Glass door to conference Centre. Glass door to Loughlinstown Old House. Glass door from rear car-park to Library link corridor. Internal glass doors and surrounds at offices MB 0/10, MB 0/13, MB 0/30. Fire exit doors from MB 0/13 and MB 0/30. All the above to be cleaned both inside and outside.

11.2 All glass external three times per year at agreed dates and times.

The external surface of all windows, glass doors and glass roofs throughout the premises to include the Main Office Block, Loughlinstown House, Dining Hall + toilet block extension, Publications Store Wing, Link Corridors, Conference Centre, Courtyard Buildings (accommodation), Security Cubicle.

11.3 All glass internal three times per year at an agreed time and date

The internal surface of all windows/glass doors throughout the premises including glass panels in internal walls, glass doors and surrounds, interpreters booths, security cubicle and glass roofs (but excluding staff accommodation). All drips and run-off on window frames to be wiped dry and kept streak free.

12. Deep Cleaning in the kitchen (frequency = 2x a year)

Two times a year (usually at weekends) a deep cleaning in the kitchen is required and will include:

- 2 x Canopies to be cleaned inside and out, filters to be washed.
- 2 x Steam ovens to be cleaned outside.
- 1 x Cooker and Grill to be cleaned inside and outside.
- 10 x Tables to include legs and castors.
- 3 x Fridges/freezers to be cleaned outside.
- 3 x Stainless steel sinks, hand wash sink and all pipework.
- 4 x Skylights to be cleaned inside.
- Degrease ceiling and all ceiling fitments (smoke alarms, vents, light covers inside and outside etc).
- Wash down walls and clean all wall fitments (BGU's, fire blanket, switches, fire extinguishers, vents etc).
- Wash and machine scrub floor.
- Lift and clean floor grates and housings.
- Clean stainless steel trolleys and castors.
- Clean bin frames.
- Electric Insect zapper to be cleaned out.

Other:

- **Eurofound shall not provide any tools, equipment (e.g. ladders) or material for contractors use.**
- Cleaning operatives (two) are currently required to work between 5.30pm and 8.30pm on the days Eurofound is open with one operative working from 12.30pm to 8.30pm. This arrangement may be revised by agreement. (70 hours per week in total)
- Cleaning Operatives will be required to close windows/doors and turn off lights as they finish cleaning each area.
- Names and addresses of all operatives will be required for security purposes in advance of operatives commencing duty.
- Cleaning operatives are required to wear a distinctive uniform and photo identification badges when on duty. These are to be collected individually at the security cubicle on commencing duty and are to be returned individually to the security officer on completion of duties.
- An inventory and data sheets for all chemicals to be used in the performance of the contract shall be held at the cleaners' stores and a copy provided for Eurofound files.
- Ashtrays located outside the conference centre and dining hall (4) shall be inspected

regularly and emptied and cleaned.

- The contractor will supply (within the scheduled service contract price) all cleaning equipment and materials for the purpose of this contract.
- Cleaning equipment for food preparation areas must not be used in other areas of the building.
- Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.
- A work method statement to be supplied for this task on commencement of contract.
- Any invoice covering the cost for a scheduled Office and Windows Cleaning services must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specifications and schedule.

Scheduled maintenance specification sheet

2

Specification of the scheduled and preventative maintenance
services at the Eurofound's Premises in Dublin

DSC #2. Cleaning Consumables

Scope of the scheduled/preventative maintenance services:

- The contractor will be expected to supply (within the scheduled service contract price) all consumables on a monthly basis:
Plastic refuse sacks; waste paper bin liners; jumbo toilet rolls; paper hand towels; liquid soap – unscented. All items must be of excellent quality and sufficient for the needs of c. 110 staff, kitchen use, and an estimated 3500 visitors (conferences, meetings) per year.
- The contractor will supply (within the scheduled contract price) any required toilet roll, hand towel and soap dispensers and any direct replacements during the term of the contract.
- All marks or holes sustained in building fabric as a result of new fixtures receptacles to be made good by the Contractor.

Scheduled maintenance specification sheet

3

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #3. Waste Disposal Services

Scope of the scheduled/preventative maintenance services:

Rental:

- a) Two (2) X 1100 litre wheelie bins to be supplied for general refuse collection
- b) Six (6) X 240 litre wheelie bins or equivalent to be supplied for the purposes of glass recycling
- c) One (1) X 1100 litre wheelie bin to be supplied for metal and plastic recyclables, domestic and catering. This bin to be clearly marked for purpose.
- d) One (1) X 14 cubic yard covered skip or equivalent to be supplied for the purposes of waste paper recycling
- e) One (1) X 14 cubic yard covered skip or equivalent to be supplied for the purposes of General Waste
- f) One (1) X 240 litre 'brown' wheelie bin or equivalent to be supplied for the purposes of compostable food recycling

Collection Schedule:

- a) The 1100 litre wheelie bins (general refuse) are emptied twice per week.
- b) The 1100 litre wheelie bin (recyclables) to be emptied once per fortnight
- c) The 240 litre wheelie bins (glass for recycling) are emptied once per fortnight
- d) The 240 litre brown wheelie bin (food recycling) to be emptied once per fortnight

Notes:

- The colour of bins/skips will be by agreement with Eurofound
- Any spillage of material by the contractor must be immediately cleaned
- A dated docket must be clearly signed at the Security Office for all collections
- Any invoice covering the cost for a scheduled waste disposal services must be accompanied by a copy of the relevant and signed docket(s) as a proof of service delivery according to above mentioned collection schedule.

Scheduled maintenance specification sheet

4

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #4. Cleaning roof areas and surface water and foul water drainage systems

Scope of the scheduled/preventative maintenance services:

- All buildings and lands at the Eurofound premises.

Service level:

Roofs

MONTHLY - MAIN OFFICE BLOCK

- The roof area must be cleaned of all debris including pine needles, leaves, papers, twigs etc.
- All debris accumulated around the cages on top of the downpipes must be removed.
- Parapet walkways to be swept.
- *Additionally the continuous "Acco" drainage channel around the perimeter of the ground floor glazing of the Main Office Block must be emptied and cleaned.*

Four times per year - Publications Store; Loughlinstown House (old house); Staff Accommodation and Garage Block (courtyard); Conference Centre; Dining Hall; Security Cubicle

- The roof areas must be cleaned of all debris including pine needles, leaves, papers, twigs etc.
- All debris accumulated in gutters and around the cages on top of the downpipes must be removed.
- Parapet walkways to be swept (Loughlinstown House).

Any problems regarding the condition of the roofs/guttering should be reported to the Eurofound Facilities Officer.

Note: Leaves, pine needles and sweepings from the roofs are to be bagged and disposed of in General Waste Skip.

Surface Water Systems

QUARTERLY - MAIN OFFICE BLOCK

- All downpipes and gullies to be cleaned and high-pressure jetted

Twice per year - Publications Store; Loughlinstown House (old house); Staff Accommodation and Garage Block (courtyard); Conference Centre; Dining Hall; Security Cubicle.

- All downpipes and gullies to be cleaned and high-pressure jetted.

QUARTERLY - ENTIRE PREMISES

- All manholes shall be lifted for inspection
- All underground surface water pipework to be cleaned with high pressure jet

Any problems regarding the condition of the downpipes or gullies should be reported to the Eurofound Facilities Officer.

Foul Water (Sewer) Systems

QUARTERLY - ENTIRE PREMISES

- All manholes shall be lifted for inspection
- All foul water (sewer) pipework to be cleaned with high pressure jet

Any problems regarding the condition of the foul water pipework should be reported to the Eurofound Facilities Officer.

Kitchen Grease Trap (external)

QUARTERLY

- To be pumped out.
- Any Statutory notifications/regulations must be undertaken by the Contractor including submitting certification of environmentally friendly disposal of waste.

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

Eurofound shall not provide any tools, equipment (e.g. ladders) or material for contractors use.

- A work method statement to be supplied for this task on commencement of contract.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet

5

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #5. Supply and service of sanitary bins and towel dispensing units

Scope of the scheduled/preventative maintenance services:

- 17 x Sanitary bins.
- 3 x Nappy bins.
- 7 x Coin operated sanitary towel and tampon dispensers.

Service level:

- All units listed above shall be installed at commencement of the service agreement. They shall remain the property of the contractor. They shall be of modern design and maintained to high standards of cleanliness and general appearance. They shall fit in the space available for them to ensure that toilet cubicle doors can be opened properly.
- All sanitary bins and nappy bins shall be emptied at agreed intervals but as a minimum on a monthly basis.
- Sanitary towel dispensers shall be restocked and emptied of money on a monthly basis. **Towels for sale from the dispensers and monies collected from the dispensers shall be the property of the contractor. Eurofound will not be billed for supply of sanitary towels.**
- Bins shall remain in situ while being serviced. The bins shall be of a type allowing removal of a bin liner for servicing.
- Emptying of bins shall be at a time agreed with Eurofound.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.
- All marks or holes sustained in building fabric as a result of new fixtures to be made good by the Contractor.

Scheduled maintenance specification sheet

6

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #6. Pest control services

Scope of the scheduled/preventative maintenance services:

All buildings and lands at Eurofound premises.

Service level:

Minimum every 6 weeks

1. Rodent monitoring and control

(a) External Control Stations

Use of external tamper proof control stations as a primary control / monitor against rodent incursions are required at kitchen/dining hall, gardener's shed area, security cubicle and shrub area in front of reception. Each station to be mapped, numbered and contain block-bait formulation rodenticide for monitoring and control.

(b) Internal Control Stations

Tamper-proof control stations, fixed in place, to be installed at the following areas:

- Kitchen
- Dining hall
- Old canteen (Loughlinstown House)
- Kitchen stores
- Publications store
- Lower rooms (Loughlinstown House)
- Service rooms - ground floor main office building
- Pantries – ground and first floor main office building
- Boilerhouse main office building
- Boilerhouse and service rooms, conference centre
- 2 Gardener sheds in courtyard
- Outhouses and garages in courtyard
- Security cubicle

Control stations will be inspected monthly.

Each station will be mapped or checklisted, numbered and contain block-bait formulation rodenticide for monitoring and control and replenished as required.

Check-lists and reporting

All Control Stations will be checked at the time of each Service Inspection. Each **active** station will be marked 'X' on a checklist and the activity recorded on a report noting condition, evidence, corrective action etc. Stations, which have remained inactive and undamaged, will be ticked on the checklist.

Local infestation

When rodent monitors / controls indicate local infestation, the number of stations will be increased on a temporary basis. The addition and removal of extra stations is controlled by

entries "additional corrective action" in the service report.

Site mapping

A site map of all controls in food preparation areas will be prepared. Layout plans can be supplied by the Foundation.

2. Crawling insect monitoring and control

Crawling insect monitors should be placed in areas of known ant infestation. These monitors to be marked mapped and inspected at the time of each service call. When the monitors indicate that increased insect activity has taken place, additional corrective action will be taken. Corrective action to take the form of hygiene measures, additional proofing, residual spray treatments or fogging or other pesticide applications relevant to the specific situation.

Application of Insecticides

All insecticide applications will be made in strict adherence to product labels, as baits, barrier residues at points of ingress to crawling insects, as crack and crevice treatments or as space spray or fog. Material safety data sheets will be supplied on all formulations used. The effectiveness of insecticide residues will be indicated by on-going monitoring inspections at the time of each service call and from staff reports.

3. Flying insect monitoring and control

There are EFK units in the kitchen and publication stores. The scheduled servicing of the units, as well as contents reporting is to be included.

4. General building proofing

The proofing of buildings against vertebrate and invertebrate pests is to be surveyed at the time of system installation and recommendations to be presented to Eurofound.

5. Other

Service is to **include**:

- Set up costs for installation of all internal and external tamperproof stations and monitor boxes.
- All emergency call-outs. The occurrence of call-outs is normally (but not limited to) six emergency call-outs per annum (rodents), four treatments per annum of wasps nests, four treatments per annum of crawling insect (residual spray treatment).

A log book containing all information and worksheets is to be held at the Eurofound kitchen area where it may be inspected by the health authorities.

Eurofound shall not provide any tools, equipment (e.g. ladders) or material for contractors use.

A work method statement to be supplied for this task on commencement of contract.
Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet

7

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #7. Floor mats rental and cleaning

Scope of the scheduled/preventative maintenance services:

- Contractor will supply (rental): 3 x rubber backed mats, short pile, industrial quality, dimensions 6ft x 4ft approx. Located at kitchen link corridor (1), Main Reception door(1) and Conference Centre door(1) . 1 x rubber backed mat, short pile, industrial quality plain navy blue dimensions 8ft x 3 ft approx. located in kitchen. 1 x rubber backed mat, short pile, industrial quality, plain navy dimensions 5ft x 3ft approx. located in kitchen.

Service level:

- Mats to be changed and steam cleaned **once per week**.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Eurofound shall not provide any tools, equipment or material for contractors use.

Scheduled maintenance specification sheet

8

Specification of the scheduled and preventative maintenance
services at the Eurofound's Premises in Dublin

***DSC #8. Indoor plants rental and
maintenance***

Scope:

- Supply and maintain 22 x 1.5m+ specimen foliage plants in high quality terracotta effect pots and drip trays as appropriate.
- Plant and maintain 3 x existing permanent concrete planters in conference centre.

Service level:

- Minimum two service calls per month to include watering, feeding and pest control as appropriate.

Other:

- Deteriorating plants to be replaced immediately.
- Locations of plants by agreement.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Eurofound shall not provide any tools, equipment or material for contractors use.

Scheduled maintenance specification sheet

9

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #9. Mechanical services maintenance

(Heating, plumbing, air handling, gas supply equipment)

Scope of the scheduled/preventative maintenance services:

- 2 x Gas fired burners, boilers and associated equipment serving main office block
- 2 x Gas fired burners, boilers and associated equipment serving conference centre
- 1x Gas fired burner, boiler and associated equipment serving publications stores
- 1 x Gas fired burner, boiler and associated equipment serving staff accommodation
- 1 x Gas fired water heater (Lochinvar) and boiler serving dining hall area
- Gas supply equipment including governors, pipe work, slam-shut valves to all above
- All electric immersion heaters and cylinders
- All pipe work, valves, pumps, thermostatic controls, control panels (including bulbs), pressure vessels, relating to heating and hot water systems
- All water storage tanks
- Air handling equipment, air conditioning system to interpreters booths serving conference centre including motors, fans, belts, filters, ducting, controls (including bulbs)
- Chiller unit serving Conference Centre located on roof including motors, fans, belts, filters, ducting, controls
- Air handling equipment serving main office block including motors, fans, belts, filters, ducting, controls
- Air handling equipment serving main kitchen and cold storage including motors, fans, belts, filters, ducting, controls
- Air conditioning equipment serving computer server rooms including motors, fans, belts, filters, ducting, controls (3No.)
- General plumbing pipework and fittings

All water storage tanks to be inspected for physical condition and tested for chemical and biological contaminants at recommended health and safety intervals.

Service level:

- **Four scheduled maintenance calls per year** for air-handling and chiller equipment to include testing and servicing all equipment to manufacturer's specifications.
- **Two scheduled maintenance calls per year** for boilers all non-air-handling items to include testing and servicing all equipment to manufacturer's specifications. Expansion vessels to be drained down, checked for pressure, and refilled.
- **One scheduled maintenance call per year** for drain down, cleaning/sterilisation, sampling for Legionnaires and other potential risks and full fill ensuring no air locking. (usually at weekends). Remove, inspect, and clean/replace the strainers in all heating systems and report any defects blockages to Eurofound facilities Officer.
- Servicing conducted, and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any

recommended repairs and estimates for same.

- Eurofound will supply certain maintenance lists to be reviewed and if necessary amended by agreement.
- All service consumables (belts, oil, etc.) to be included in the price of works.
- Parts and additional works to be invoiced separately under the FRAMEWORK CONTRACT
- Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.
- **Eurofound shall not provide any tools, equipment (e.g. ladders) or material for contractors use.**
- A work method statement to be supplied for this task on commencement of contract.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 10

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #10. Electrical services maintenance

Scope of the scheduled/preventative maintenance services:

- All electrical services and equipment at the Eurofound premises to include security office and garages/workshops.

Service level and notes:

- The contractor will, at an agreed time, conduct regular maintenance tests, as outlined below, covering the entire Eurofound premises.
- The contractor will, during the contract year, conduct further emergency lighting tests as outlined at point 2. below.
- All tests shall be fully reported, in writing, to an agreed format.
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.
- Up-to-date calibration certificates for all equipment to be used in the works must be in place and available for inspection by Eurofound.
- The contractor must have registration/certification as set out by current ETCI regulations governing electrical maintenance and installations.
- An ETCI/RECI approved and appropriate certificate must be supplied for all new installations and major alterations.
- This specification is indicative only. It is the responsibility of the contractor to ensure that all electrical systems and equipment on the premises are tested and maintained to current legal requirements including appropriate levels of Portable Appliance Testing.
- Engineers/operatives to report any non-compliant or faulty items found during works at Eurofound.
- Scheduled testing will be conducted on Saturdays. Cost to include any additional security requirement. Note: There is normally a security presence each Saturday from 08.00h to 12.00h as standard.

Schedule of testing:

1. General Lighting and wall mounted electrical appliances(hand driers).

A MONTHLY visual check and proper functionality check of all non-emergency lighting (internal and external), lighting control system(sensors) any wall mounted general electrical appliances such as electrical hand driers. Non functioning light bulbs to be replaced during check.

An ANNUAL Check of all non-emergency lighting fittings internal and external. Immediate Replacement of any faulty lamps during the test and record this in the report. Any faulty fittings are to be listed and the nature of repair investigated and noted. Repairs to be scheduled by agreement with a Eurofound representative.

2. Emergency Lighting. - QUARTERLY

The emergency lighting tests will be carried out as part of the annual maintenance visit. Emergency lighting tests will also be carried out on three further occasions (giving four tests of emergency lights per year)

The test report to indicate performance of equipment on a 3 hour test once per year and on a ½ hour test three times per year. Any lights showing an immediate fail are to be relamped and further tested. Any faulty fittings are to be repaired as soon as possible during normal working hours and the nature of repair and lamp ID number noted in the report. Any fittings relamped or repaired are to be labelled accordingly.

3. General Services. -ANNUALLY

This section covers the testing of general service sockets and small power outlets, excluding power to computer room controls, mechanical controls, fire or security alarms etc. All sockets are to be tested for mains present, polarity, earth continuity and physical visual inspection for breakage. In addition 25% of the socket/small power outlets are to be removed to inspect the wiring and connections. The outlets removed are to be from different areas and shall be charted and each outlet labelled and dated and the Contractor is to provide a list of such tested outlets including their labelling and location. The practice will continue throughout to ensure that **all** sockets are removed, examined and properly labelled (if needed) every four years.

4. Mechanical Services and Control Systems. - QUARTERLY

Power to all items of mechanical plant are to be checked with a visual inspection of control connections to plant items. This section includes supplies to sprinklers, booster pumps and boilers etc.

5. Fire Alarm, Power Supplies. - QUARTERLY

Power to panels is to be tested by removing outlets and examining wiring and connections, to be tested for mains present, polarity, earth continuity and physical visual inspection for breakage.

6. Power Supplies to submersible pumps. - QUARTERLY

Power to the above listed items, water alarms etc. is to be tested by removing outlets and examining wiring and connections, to be tested for mains present, polarity, earth continuity and physical visual inspection for breakage.

7. Earthing - ANNUALLY

The main earth is to be fully re-tested, with a visual inspection of all earthing connections external to switchgear or apparatus, including bonding. Earth continuity to sockets etc to be tested for mains present, polarity, earth continuity and physical visual inspection for breakage.

8. Main Switchboard & Generator. - MONTHLY

The section covers the switching out of mains power and examining all connections to the switchboard and the mains connections to the stand-by generator. Testing of the generator is covered in specification sheet DSC#18.

9. Sub-Distribution Boards. - QUARTERLY

Each distribution board is to be opened and the connections and equipment examined and all connections are to be tested for correct torque and adjusted where necessary. Any repairs are to be reported. All labelling is to be checked to ensure that circuit charts are up to date.

10. Security System Power Supplies: - QUARTERLY

Power to the security system is to be tested by removing outlets and examining wiring and connections, to be tested for mains present, polarity, earth continuity and physical visual inspection for breakage.

11. Thermal Imaging Survey: - ANNUALLY

A thermal image representation is to be carried out on each distribution and sub distribution board with thermographic camera to ensure they fall within acceptable heat safety limits. All images are to be reported on both photographic paper and in DVD format along with recommendations with 10 working days of the maintenance taking place including estimates for same.

Note:

- Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.
- Eurofound **shall not provide any tools, equipment (e.g. ladders) or material for contractors use.**
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.
- Any replacement parts will be billed under the FRAMEWORK CONTRACT.

Scheduled maintenance specification sheet # 11

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #11. Gas leak detection equipment

Scope of the scheduled/preventative maintenance services:

Boiler house to rear of main office block

- 1 x Coster RFG651 Gas Detector + Associated Sensor(s)
-

Boiler house at first floor of conference centre

- GDS 202 Gas Alarm and Associated Sensor(s)

Boiler house in Courtyard

- 1 x Coster RFG651 Gas Detector + Associated Sensor(s)

Boiler in Publications Office

- 1 x Coster RFG651 Gas Detector + Associated Sensor(s)

Service level:

- Calibrate with a gas of definite gas/air ratio as supplied by manufacturer. The sensor heads to be accurately assessed and adjusted where necessary. This calibration service to be carried out once during the contract period (one year).
- Check and clean each sensor.
- Carry out a complete check on all ancillary equipment e.g. Slam-Shut Valves.
- Supply Eurofound with a written report on completion of each scheduled or emergency service call-out.
- **Eurofound shall not provide any tools, equipment (e.g. ladders) or material for contractors use.**
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.
- Any replacement parts will be billed under the FRAMEWORK CONTRACT.

Scheduled maintenance specification sheet # 12

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #12. Building management system (BMS)

Scope of the scheduled/preventative maintenance services:

- Eurofound Cylon Building Management System. BMS (Building Management System) panels and controls.

Service level:

Twice per year :

- All sensors will be recalibrated, all valves will be checked, immersion and outdoor stats tested, digital input and output points checked,
- BMS program to be fully inspected and diagnosed for software failures or communication errors with mechanical equipment by fully qualified and competent BMS Engineer.
- Testing and maintenance to be reported in writing to an agreed format.
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.

Once per year:

- Manually tighten all cables and connections and check the electrical panels for faults.

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

- A work method statement to be supplied for this task on commencement of contract.
- **Eurofound shall not provide any tools, equipment (e.g. ladders) or material for contractors use.**
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.
- Any replacement parts will be billed under the FRAMEWORK CONTRACT.

Scheduled maintenance specification sheet # 13

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #13. Fire extinguishing equipment maintenance

Scope:

Currently:

- **84** extinguishers of water, powder, CO₂ and foam types:
- **8** Hose reels
- **4** Fire blankets

Location charts will be supplied. Any changes in extinguisher locations are to be confirmed with General Facilities Officer.

Service level:

- One service call per year to include testing all equipment and servicing as required.
- One further service call to visually inspect all equipment.
- Servicing conducted and the condition of equipment is to be noted in a written report.
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.

Other:

- The contractor shall be able to provide, at short notice, all parts or replacements required for repairs to the equipment scheduled above.
- Discharge and replenishment of extinguishers for test purposes shall be included in the service cost.
- The date of each service and inspection will be clearly marked on each extinguisher.
- Extra parts required or costs for replacement extinguishers shall be billed under the FRAMEWORK CONTRACT
- A work method statement to be supplied for this task on commencement of contract.
- **Eurofound shall not provide any tools, equipment (e.g. ladders) or material for contractors use.**
- A work method statement to be supplied for this task on commencement of contract. Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 14

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #14. Fire detection system maintenance

Scope:

- Fire detection and alarm system. Morley IAS fully addressable and conventional system. To include all detectors and control panels.
- 1 FM200 automatic extinguishing system at the Eurofound Comms room including 4 detector heads.

Service level:

- Four scheduled maintenance calls per year to include full testing of all panels, smoke and fire detectors (usually 25% of detectors per visit), sounders and BGU's in a calendar year.
- Equipment to be serviced and tested to manufacturer's specifications and in compliance with all statutory requirements.
- Full written reports will be supplied to Eurofound on completion of all scheduled service and emergency callouts.
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.
- Any repairs required will be completed as soon as possible
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.
- Any replacement parts will be billed under the FRAMEWORK CONTRACT.

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

- A work method statement to be supplied for this task on commencement of contract.
- **Eurofound shall not provide any tools, equipment (e.g. ladders) or material for contractors use.**

Scheduled maintenance specification sheet # 15

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #15. Security equipment and alarms maintenance

Scope:

- Internal alarm system including all keypads, sensors, control panels, power supplies and cabling with Siemens wired and wireless contact points
- Landline and radio telemetry for the purposes of external alarm monitoring.
- Provision and maintenance of broadband (to include line cost) for external video monitoring of premises with a minimum upload speed of 10Mb.
- External beam security system (6 zone pulnix) including all towers, keypads, control panel, power supplies and cabling. System linked with CCTV network.
- CCTV system including 24 External fixed colour to monochrome full body cameras with side mounted Infrared led lights, CBC Ganz BDN-0550IRSW, prism "seawolf" technology CMOS chip, colour to mono, ture day/night with IR cut filter. Wide dynamic, 690 HTVL-E resolution, low lux. Varifocal Lens 5-50mm auto iris lens. Integrated dual IR lighting arrays with 100m range, IP66, Dual voltage 12Vdc/24vac. 3 No Pelco series 4, spectra full function high resolution colour black & white function pan/tilt/zoom dome cameras, 27x digital zoom function, low high level resolution complete with IR cut filter.
- 2 No H.264, 32 channel, digital recorder with 20 terrabyte internal SATA HDD's storage.
- Paxton Net2 PC based access control system on 8 external doors, 3 internal doors and 1 sliding gate. Maintenance to include 13 readers (proximity cards) and associated latches, magnets, power supplies, break glass units, door release buttons and cabling as well as PC reader and Ethernet Interface.
- Alarm system at Security Cubicle linked to house alarm
- Alarm system in staff accommodation area linked to house alarm

Service level:

- Two full maintenance calls per year, all items to be check and adjusted as necessary in line with manufacturers specification. All communication systems (for alarm monitoring purposes – both fire and intruder) to be tested. Services to be carried out by industry licenced engineers.
- One full out of hours live test per year to test communication systems in the live environment (for alarm monitoring purposes – both fire and intruder). This test should be scheduled for either Schuman's Day (9th of May) or Good Friday when Eurofound is closed for business but both days are considered as working days in Ireland.
- Two further visits per year to test communication systems (for alarm monitoring purposes – both fire and intruder).
- Liaison with video and alarm monitoring station to ensure facilities for full uninterrupted monitoring are provided to the satisfaction of the designated monitoring centre.
- All replacement parts and approved additional works will be billed under the separate FRAMEWORK CONTRACT.
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.

Note: Contractors are instructed that some scheduled maintenance requires working at height. The provision of suitable equipment must be included in the contract price.

- A work method statement to be supplied for this task on commencement of contract.

- Eurofound shall not provide any tools, equipment (e.g. ladders) or material for contractors use.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 16

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #16. ***Traffic control equipment maintenance***

Scope:

- 2 x Automatic sliding gates and associated controls (incl. remote) and sensors.
- 2 x Automatic traffic barriers and associated controls (incl. remote) and sensors.
- Photocell sensors - activating bell in security cubicle
- Underground loop sensor - activating bell in security cubicle

Service level:

- Two service calls per year to include testing all equipment, servicing, alter access codes and time clock as requested at time of service call. The date of scheduled service calls by arrangement with Eurofound. Service conducted and condition of equipment to be noted in a written report. Services to be carried out by industry licenced engineers.

Other:

- The contractor shall be able to provide, at short notice, all parts required for repairs to the equipment scheduled above.

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 17

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #17.

X-ray machine maintenance

Scope:

Miniscan II X-ray machine.

Service level:

One service call per year.

Carry out non-intrusive inspection on Miniscan II x-ray machine.

Earth test.

Function test.

Performance/test piece/resolution test.

Radiation Survey.

Portable appliance testing.

Report/certification to standards set out by Radiological Institute of Ireland to be submitted to Eurofound to hold on file.

Other:

Once per year notify local fire service in writing as to location of x-ray machine with copy to the Radiological Institute of Ireland and a copy to Eurofound to hold on file.

- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.
- Any replacement parts will be billed under the FRAMEWORK CONTRACT

Scheduled maintenance specification sheet # 18

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #18. Standby diesel generator set maintenance (model P300)

Scope:

- 1 x model P300 diesel generator set located to rear of the Eurofound main office block.

Service level:

Service schedule for diesel generators on standby duty running less than 300hrs per year.

Six monthly:

- Check drive belts.
- Check air filter(s).
- Check for leaks.
- Check alternator connections and tighten if necessary.
- Check engine starting batteries.

Once per year:

- Drain and flush radiator and refill with a water/antifreeze mixture.
- Check fuel injectors.
- Replace engine oil.
- Replace engine oil filter element(s).
- Replace fuel filter(s).
- Replace drive and fan belts?
- Change water filter (if fitted).
- Full Load Test ... (exact date of the full load test execution must be agreed with General Facilities Officer in advance to allow for coordination with other services e.g. ICT)

Other:

- Costs to include all standard service items including oil, oil filters, fuel filters, air filters, fan belts but excluding batteries
- The contractor shall provide a 4 hour emergency call-out service
- Parts other than standard service items must be agreed with a Eurofound representative and will be billed under the FRAMEWORK CONTRACT
- All parts fitted must be to manufacturer's specification.
- A written service report to be supplied to Eurofound.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 19

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #19.

Passenger lift maintenance

Scope:

Otis 8 person passenger lift located at reception area in the Eurofound main office block.

Service level:

- Scheduled maintenance to manufacturer's specification and to conform with all statutory requirements.
- Cost of service to include all standard service items including belts, hydraulic oil, filters etc.
- Parts other than standard service items must be agreed with a Eurofound representative and will be billed under the FRAMEWORK CONTRACT
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.

Note: all parts and lubricants/hydraulic oils to comply with manufacturers specifications.

- A work method statement to be supplied for this task on commencement of contract.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 20

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #20. Televic interpreter system maintenance

Scope:

- Combined microphone/headset units with selectable channels at desks in main conference hall of Eurofound and in interpreters and technicians booths.
- Headset units with selectable channels at desks, flip down seating and at lectern in main conference hall of Eurofound.
- All associated cabling, power supplies, control equipment and software.

Service level:

- Scheduled preventive maintenance twice per year.
- Replacement and repair service.
- Test of complete microphone system.
- Test all headsets.
- Test of channel selector system.
- Test of interpretation system.
- Test of messaging and voting system.
- Test of connecting wiring to individual units and minor repairs as necessary.
- A written report on all servicing and emergency callouts shall be supplied to Eurofound.
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.

Other:

- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.
- Any replacement parts will be billed under the FRAMEWORK CONTRACT

<div> <div></div> <div> Scheduled maintenance specification sheet # 21 Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin </div> </div>	
DSC #21.	Audio visual and conference equipment maintenance
Scope: <u>Conference centre</u> Description	
Projector Barco F80 series with Standard Lens Projector Bracket Projection Lift Display Devices Screen White Ice Front Projection Screen	 1 1 1 1
COMPUTER INTERFACING & SWITCHING	
CORIO2 Scan Converter PLUS (automatic switcher) TV ONE C2-2655 LED Webos 3.0 55" monitor Remote camera controller Panasonic AW-RPS0EJ 27" LED FULL HD HDMI IPS LG ELECTRONICS 27MP59G TOUCH MONITOR DELL S2240T DENNON DN-500BD DVD BLURAY PLAYER (HDMI) DIGITAL AUDIO SERVER (WITH SONA AEC TECHNOLOGY COMPACT 2-WAY ACTIVE NEARFIELD MONITOR IP LINK PRO CONTROL PROCESSOR ATEM 1 M/E Production Studio BLACK MAGIC DESIGN TELEVIC PLIXUS AE 71.98.2901 with power supply TELEVIC PLIXUS NEXT 71.98.2911 Marantz Solid State Recorder PMD 570	 1 2 1 1 1 1 1 2 1 1 1 3 1
VIDEO Panasonic 4K wall mounted cameras	 1
DOCUMENT CAMERAS Elmo HV3500XG	 1
BLACK OUT BLINDS Electric curtain tracks Contact closures for electric curtains Uninterrupted power supply	 1

CONTROL STYTEM

Extron TLP PRO 1022T - 10" TABLETOP	1
Extron IPCP Pro550	1

DIMMING**

LUTRON Grafik Eye 3106 integrale dimmng system (based on 17 cicuits)	3
LU-E4S 4 scene selection Button wall panel	3
LU-TVI controlling flrsnts lighting (1 per circuit of 0-10v controllable flrsnts)	4
LU-ELVI controls electronic low voltage lighting (1 per circuit)	1

AUDIO

Inter M PA2312 amplifier	5
Inter M R300 amplifier	1
Amina Ceiling tile speakers	9
Audio Technica ATW-T310 UHF lavalier mic	2
Audio Technica ATW T52 UHF handheld mic	2
Audio Technica ATW-R14 UHF Diversity Receiver	2
Audio Technica ATW-R3100 UHF Synthesized Diversity Receiver	2
Audio Technica ATW-DA860UK UHF Antenna Distribution System	1
EasyT ET450 Induction Loop Driver	1

LECTERN

Custom built lectern	1
Audio Technica Lectern microphone	7

RECEPTION AREA

Inter M PAM120 amplifier	5
Inter M RM01 desk paging microphone	1
RCS 8T Coax ceiling recessed speakers	15

Meeting room LH 4

Panasonic EW 730 WXGA projector and Lens	1
Projecta motorised projector screen	1
Extron MPS 112 Media presentation switcher	1
InterM PAM 120 amplifier	1
Penton JD20P wall mounted speakers	4
Philips DVD/VCR combination unit	1
AMX Netlink NX-1200 Integrated Controller	1
AMX Room Control (IPAD)	1
Smart Technologies 15" integrated panel	1
Barco ClickShare CSE200	1

Meeting room LH 5

Panasonic EW 730 WXGA projector and Lens	1
Projecta motorised projector screen	1
Extron MPS 112 Media presentation switcher	1
InterM PAM 120 amplifier	1
Penton JD20P wall mounted speakers	4
AMX Netlink NX-1200 Integrated Controller	1
AMX Room Control (IPAD)	1

Smart Technologies 15” integrated panel	1
Barco ClickShare CSE200	1
<u>Meeting room LH 7</u>	
Hitachi CPX8150 LCD Projector	1
Long throw lens	1
Wall mounted motorised projector screen	1
Extron MPS 112 Media presentation switcher	1
InterM PAM 120 amplifier	1
Apart MASTK4T Wall mounted speaker	4
Multi Region DVD/VCR combination unit	1
AMX Netlink NX-1200 Integrated Controller	1
Symposium Interactive tablet display model ID350	1
<u>Meeting room LH 13</u>	
NEC P451W projector with NP23LP lamp	1
Extron MPA 152PLN amplifier	1
Extron Control System	1
Extron wall mounted speakers	1
Barco “clickshare” wireless devices	2
Polycom VSX Microphone Array	1
<u>Meeting room CC2/3 (computer training room),</u>	
NEC LT280 projector and Lamp (NP18LP)	1
Samsung Digital Video Recorder SRD-470D	1
Brahler DigiMic DCen – interpretation / microphone system	1
Kramer VP-108 Balanced Stereo Audio DA	1
APART – MA125 profesional Public Address Amplifier	1
Samsung Infared Cameras	4
LG Monitor with motorised ceiling mount	1
Service level:	
<ul style="list-style-type: none"> • Two preventive maintenance call-outs per year • Service on-site • Cost to include all parts excluding projector bulbs, video heads, glass items and other consumables which are subject to wear and tear. • In the event of an irreparable on site fault, the unit shall be replaced pending repair. • Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same. • Replacement/repair costs arising from an emergency call-out or for additional works will be billed under the FRAMEWORK CONTRACT 	
Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.	
<ul style="list-style-type: none"> • A work method statement to be supplied for this task on commencement of contract. • Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule. 	

Scheduled maintenance specification sheet # 22

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #22. **Security services**

Scope:

Manned uniformed security at the Eurofound premises, remote (offsite) monitoring, key-holding and emergency call-out service.

Service level:

Manned Security Service:

- The normal working hours for the gate security officer (Monday –Friday) commence at 07.15h sharp and end at 20.45h.
- Ensure that the alarm systems of Eurofound (both internal and external) are turned off before 07.30h on each working day.
- Ensure that Eurofound's rules relating to the entry and exit of employees, contractor's employees, visitors and vehicles are observed.
- Ensure that visitors of all kinds are courteously received, assisted, and directed in a manner that will reflect credit on Eurofound.
- Issue visitors badges as instructed.
- Maintain a standard of personal conduct and deportment in keeping with the position and duties.
- Retain in the Security Office such diaries as are necessary to ensure the permanent recording of visitors and commercial vehicle movement in and out of Eurofound.
- Maintain confidentiality in all matters relating to Eurofound's security.
- Report on any visible interference with Eurofound's perimeter protection. An overlap of ½ hour in shifts will allow for a walking inspection each day.
- Record all occurrences of a security interest in a daily log book and report any abnormal activities or occurrence directly to the Eurofound Security and Facilities Officer.
- Inform Reception and staff involved of the approach of a visitor.
- Hold specified keys and access cards at the security cubicle with responsibility for issue and return of same.
- Carry out such clerical duties, at the security cubicle, as may be requested by the Facilities Officer of Eurofound.
- When ground frost is observed on commencement of duty, spread salt (provided by Eurofound) on the brick paving in front of the main reception and on paths and steps at the conference centre door, rear carpark door and Loughlinstown house door.
- Pick up any casual litter observed in the immediate vicinity of the security cubicle and adjacent entrance gates.
- Work reasonable hours of overtime, as and if necessary in Eurofound's interest.
- Check premises and ensure that it is secured and activate alarm systems at the end of each working day. This will normally take place between 20.00h and 20.45h.

- Waste paper (from all dedicated bins) is to be collected in-house and brought to the on-site waste paper collection skip. Photocopy paper is to be distributed from the storage area to each of the photocopiers on the Eurofound premises. This will be normally done each Saturday morning between 08.00h and 12.00h.
- It is expected that one operative will not be required to satisfy both shifts in any one day other than in case of emergency.
- It is expected that a rota of no more than four named staff will be used for this duty as it is imperative that the Gate Security Officers are familiar with the premises, staff and procedures of Eurofound.
- Saturday duties will normally commence at 08.00h and finish at 12.00h.

Remote monitoring, key holding and emergency callout:

- The contractor shall provide an alarm monitoring and key holding service and an emergency call-out service (Maximum 30 minute response time from alarm activation to patrol visit) in case of alarm activation outside of normal hours of gate security coverage.

The remote (offsite) alarm monitoring to include monitoring of the internal intruder and fire alarms by use of landline and radio signal. A remote (offsite) monitoring service is also to be provided using Eurofound's 24 CCTV cameras and external pulnix beam intruder detection system (i.e. from 20.45h each weekday evening until 07.30h the following morning plus all day Saturday, all day Sunday and all public holidays. The remote monitoring to include special Foundation holidays - normally 6 extra days per year).

- The remote monitoring/emergency callout services are to be carefully co-coordinated by the Facility Management company - see also specification sheet DSC #15.

Other:

- The Facilities Management company shall bring forward any suggestions for improvement of site security.
- The Facilities Management company shall provide a six monthly 'risk and threat assessment' with specific reference to Eurofound and its position as an EU Agency.
- The contractor will be authorised to board up windows or doors if they are damaged and pose a security risk and the cost for a such security measures will be billed under the FRAMEWORK CONTRACT
- All items in this specification are to be included in the scheduled contract price with the exception of emergency callouts or additional security requests which will be billed under the FRAMEWORK CONTRACT

Contractor shall provide, prior to Contract commencement, a detailed report describing response procedures in case of different types of security breaks/ emergencies. Eurofound may amend these procedures to suit the needs.

Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 23

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #23.

Bottled water and dispensers supply and maintenance

Scope:

- Supply and install 11 of new water dispensing machines with built in cooler.

Service level:

Annual service cost to include

- Delivery of up to four 19 litre bottles of water per machine per month.
- Deliveries on a fortnightly basis
- Sufficient disposable paper cups for all bottles delivered.
- Quarterly sanitisation of all dispensers to include cleaning external surfaces.
- Supply of at least one bottle rack per dispenser.
- All calls for repairs/replacement of water dispensers to be included.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 24

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #24.

First aid supplies monitoring

Scope:

- 10 x static first aid boxes situated at various points around the Eurofound buildings
- 2 x small portable first aid boxes situated at reception and security cubicle
- Some additional eyewash and burn kits
- 2 x AEDs (Automated external defibrillators)

Service level:

- A standard list of stock for each first aid point to be established
- Total stocks sufficient for 110 staff
- All first aid boxes to be checked for supplies 4 times per year.
- AEDs functionality to be checked regularly as per manufacturer's specification and First Aid recommendations
- First aid boxes to be restocked as required. Stocks will be billed under the FRAMEWORK CONTRACT
- Items supplied should be suitable for the work environment i.e. general or catering grade
- The date of service shall be marked on each first aid box.
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 25

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #25.

Tennis court maintenance

Scope:

Maintenance procedures are designed to ensure that:

- The playing surface is scrupulously clean.
- The play surface is level and of consistent texture to give a true and predictable game.
- The free drainage of surface water is maintained throughout the life for the court.
- The tennis court should look attractive and well-kept at all times.

These objectives are achieved by:

- Sweeping leaves and other debris from the surface.
- Brooming the surface to freshen the fibre surface, counteracting any slight sand drift or compaction and counteracting any tendency to form impervious skin on the sand surface that might impair drainage.
- Applying treatments of moss-killer as described below.

Brooming (using a straight drag brush):

Brooming the surface using a drag brush with bristles of medium and hard stiffness dragged over the surface. Brooming should be done in both directions: in the length of the court and then at right angles across it.

Combined brush and vacuum machines must NOT be used.

Moss & Algae, weeds and stain removal:

To treat the courts with a suitable moss-killer minimising negative environmental impact at least once a quarter but spot spraying around the perimeters to attend the local appearance of moss, algae, weeds or to clean stains might be required as an ad-hoc measure.

It is NOT permitted to use oil-based products.

Monthly:

- Removal of **all** debris from the surface of tennis court by brushing or use of a mechanical blower.
- Broom courts – (drag brush) to redistribute infill and keep surface free from compaction.
- Outside fence – check and clear mowing strips and check cleanliness of access paths.

Quarterly:

- Check for moss & algae growth and treat appropriately with recommended solutions.
- Check for food stains and shoe marks and remove with suitable solutions.
- Apply grease to the net winding gear.
- Do intensive deep clean to all areas.
- Servicing conducted and condition of Tennis court is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report is to include any recommendations for repairs and estimated costs for same.

- **Eurofound shall not provide any tools, equipment (e.g. brushes) or materials for contractors use.**
- Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

Scheduled maintenance specification sheet # 26

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #26.

Catering Equipment maintenance

Scope: Main Kitchen Catering Equipment

- Marco Eco 20 Boiler.
- Blanco meal Station x3
- Blanco Filter Box.
- Hot counter 5 well.
- Colged Sliver 9572 Dishwasher.
- Foinox 10 grid Combi oven.
- Falcon Dominator 6 Ring Range.
- Falcon G352 Salamander.
- Marco EZT 630 Boiler.
- Sharp r21at Microwave.
- Robo Coup R301 Blender.
- Metcalfe Food mixer.
- Colged Dishwasher U/C.
- MKN Combi Oven Magic Pilot 10.
- Zumex Versatile Pro Juicer.

Main Kitchen Refrigeration Equipment

- LEC Bottle cooler
- Undercounter Fridge
- Blow chill 5 Well Counter
- Telford Fridge RK710 X 2
- Telford Freezer RF710
- Chefs Table 2 Door
- Cold room Searle 2M
- Domestic Chest freezer x 2

Conference Centre

- Dishwasher unit
- Domestic Fridge

Kitchenette – Main building Ground Floor

- Instanta Autofill Countertop 10Ltr Water Boiler 1501F

- Countertop Fridge

Kitchenette – Main building First Floor

- Instanta Autofill Countertop 10Ltr Water Boiler 1501F
- Countertop Fridge

Service level:

Twice yearly maintenance service to include:

- Visual inspection of the equipment and its installation.
- Taking of measurements to establish the operational state of the equipment.
- Physical inspection of electrical / mechanical connections and terminations
- Locating any faults and where necessary arranging for their rectification
- Check and resetting where necessary, the relevant adjustments to ensure the operational specifications are met.
- Recommending any action necessary to maintain or improve the reliability and environment of the equipment.
- De-scaling and cleaning of boilers and replacement of water filters as necessary
- Field service report to be left at the installation site by our service engineer on completion of each visit.

Eurofound shall not provide any tools, equipment or materials for contractors use.

Any invoice covering the cost for this scheduled services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery according to above mentioned specification and schedule.

All items and consumables in this specification are to be included in the scheduled contract price with the exception of emergency callouts or additional catering requests which will be billed under the FRAMEWORK CONTRACT

Scheduled maintenance specification sheet # 27

Specification of the scheduled and preventative maintenance services at the Eurofound's Premises in Dublin

DSC #27.

Full Time Reception Service

Scope:

Full time reception staffing at Eurofound for all business days throughout the year.

Service level:

Receptionist to be in place between the hours of 8.30am and 5.15pm.

Breaks are:

- Morning: 10.30am (15 minutes)
- Lunch: 30 minutes between hours of 12.30 and 2.30pm, exact time to be agreed.

Holiday cover and absences to be covered under this contract.

Due to communication with Brussels- and Luxembourg-based callers, knowledge of French would be highly appreciated – otherwise it would be expected that the person will take lessons in French to build up a basic understanding of French.

General Presentation

- The Receptionist should dress in a neat and business-like manner.

Switchboard

- The Receptionist should familiarise his or her self with the various Eurofound sections and the names and numbers of the principal secretaries in each section.
- On commencement of duties each morning, the night switch (recording facility) should be switched off and all recorded messages from the previous night and early morning should be taken and followed up. The recording machine should be re-engaged at close of business each day.
- Where staff have called in sick, the Human Resources unit (email 'attendance') and relevant Head of Unit / team leader should be informed by email (or phone if necessary).
- Answer incoming calls with suitable greeting 'Eurofound, how may I help you?' Respond politely to any queries and direct calls to extension required. If necessary, take a message and send it by email to intended phone call recipient.
- A notice regarding threatening telephone calls is posted at the reception desk. This should be read carefully. The receptionist should be aware of the recording equipment and how it operates.
- The receptionist should be aware of the location of the fire alarm button in case evacuation of the building is required.
- In case of evacuation, the receptionist should bring the current Evacuation List and the Staff Attendance List to the evacuation assembly point.

Reception

- Visitors and staff should be greeted in a courteous and helpful manner.
- Staff member receiving visitor should be contacted immediately by phone.
- Incoming Tenders will be received by hand from time to time. The Receptionist should sign, date and mark time delivered on the envelope and issue a receipt. The Receptionist should also sign and date courier deliveries. Both Tender envelopes and courier deliveries should be registered as instructed.
- The receptionist should be aware of the location of the First Aid Kit normally kept in the reception area.

Taxis

Taxis should be booked as requested.

WI FI access for visitors and meetings

- The receptionist is responsible for granting WiFi access when requested by Eurofound staff.
- Please follow the separate guidelines further on the training manual for WiFi.
- A WiFi access code cannot be valid for more than 5 days for security reasons.

Post management and Scanner administration

- Incoming post
- Invitations
- The mail registration system (MRS) incoming post
- Linking to TRIM (internal electronic filing system)
- Outgoing Post, including use of franking machine and registered post
- Invoices
- Tenders, Contracts and order forms
- Courier afternoon service
- Mailboxes monitoring

Meeting room bookings

- Meeting are booked through Microsoft Outlook application

Access Card System administration

Issuing access cards for visitors, maintenance workers, and new staff.

NOTE: The list of the Eurofound's Reception Duties listed above is non-exhaustive for the indication purposes only. Eurofound will provide detailed list prior to service commencement. Eurofound will provide 16 hours (2 days) of training at the commencement of the contract at which point it will be expected that the contractor shall provide fully trained staff for each assignment for the duration of the contract with no further training hours supplied by Eurofound.

Part 2: **Additional (ad-hoc) Services and responsive maintenance**

(Framework Contract)

	<div data-bbox="627 277 1227 320">AD-HOC services specification sheet</div> <div data-bbox="1321 253 1426 320"># 1</div> <div data-bbox="553 327 1402 398">Specification of the possible Ad-hoc maintenance services at the Eurofound's Premises in Dublin</div>
<div data-bbox="319 443 1370 504"><u>Ad-Hoc # 1.</u> Office and Window Cleaning</div> <div data-bbox="204 555 633 593">Scope of the ad-hoc services:</div> <div data-bbox="218 593 1434 698">Any other material supply and maintenance services related to the Office and Windows Cleaning services outside of the scope as defined in the scheduled maintenance specification sheet.</div> <div data-bbox="218 739 312 772">Other:</div> <div data-bbox="218 777 1434 1153"><ul style="list-style-type: none">• Eurofound shall not provide any tools or equipment (e.g. ladders) for contractors use.• Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.• A work specific method statement to be supplied prior to any work commencement.• Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and third party/supplier invoices as a proof of service delivery.• Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).</div>	

	<div data-bbox="627 241 1227 286">AD-HOC services specification sheet</div> <div data-bbox="1321 219 1433 282"># 2</div> <div data-bbox="555 293 1401 365">Specification of the possible Ad-hoc maintenance services at the Eurofound's Premises in Dublin</div>
<div data-bbox="392 409 1295 468"><u>Ad-Hoc #2.</u> Cleaning Consumables</div> <div data-bbox="204 517 635 555">Scope of the ad-hoc services:</div> <div data-bbox="218 555 1434 629">Any other material supply and maintenance services related to the Cleaning Consumables outside of the scope as defined in the scheduled maintenance specification sheet.</div> <div data-bbox="245 667 1430 891"><ul style="list-style-type: none">• Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets third party/supplier invoices as a proof of service delivery and accompanying invoice from provider according to above mentioned specification and schedule.• Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates(if applicable).</div>	

AD-HOC services specification sheet

3

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 3.

Waste Disposal Services

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the Waste Disposal Services outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The 14 cubic yard bin (paper and card board recycling) being emptied on request. On average this is once every three to four weeks
- The contractor will collect, upon request, general waste skips for disposal of bulky general waste items
- The contractor will supply, upon request, a disposal service for electrical waste

Notes:

- Any spillage of material by the contractor must be immediately cleaned
- A dated docket must be clearly signed at the Security Office for all collections
- A copy of the signed docket must be attached to all invoices.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets as a proof of service delivery and accompanying invoice from provider according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

4

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 4.

***Roof cleaning, surface water and
foul water drainage systems***

Scope of the ad-hoc services:

Any other Roof cleaning, surface water and foul water drainage systems Services outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The contractor shall provide a CCTV drain surveying service on request
- The contractor will provide an emergency drain cleaning service - 4 hour call out

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

5

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

**Ad-Hoc # 5. Supply and service of sanitary
bins and towel dispensing units**

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the supply and service of sanitary bins and towel dispensing units outside of the scope as defined in the scheduled maintenance specification sheet.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

6

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 6. ***Pest control services***

Scope of the ad-hoc services:

Any other pest control services outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- All emergency call-outs. The occurrence of call-outs is normally but not limited to six emergency call-outs per annum (rodents), four treatments per annum of wasps nests, four treatments per annum of crawling insects (residual spray treatment).

A log book containing all information and worksheets is to be held at the Eurofound kitchen area where it may be inspected by the health authorities.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and third party/supplier invoices as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

7

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 7. Floor mats rental and cleaning

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the floor mats rental and cleaning outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- Other rubber backed mats (Eurofound owned) may be removed, steam cleaned and returned on request.
- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

	<div data-bbox="627 241 1227 286">AD-HOC services specification sheet</div> <div data-bbox="1321 219 1434 286"># 8</div> <div data-bbox="555 293 1402 367">Specification of the possible Ad-hoc maintenance services at the Eurofound's Premises in Dublin</div>
<div data-bbox="339 421 552 465"><u>Ad-Hoc # 8.</u></div> <div data-bbox="627 405 1307 528"><i>Indoor plants rental and maintenance</i></div> <div data-bbox="204 577 633 616">Scope of the ad-hoc services:</div> <div data-bbox="218 616 1434 723">Any other material supply and maintenance services related to the Indoor plants rental and maintenance outside of the scope as defined in the scheduled maintenance specification sheet.</div> <div data-bbox="245 745 1434 1008"><ul style="list-style-type: none">• A work specific method statement to be supplied prior to any work commencement.• Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.• Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).</div>	

AD-HOC services specification sheet

9

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 9. **Mechanical services maintenance** (Heating, plumbing, air handling, gas supply equipment)

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the mechanical services maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The contractor shall provide a guaranteed maximum 4 hour emergency call-out service
Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.
- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

10

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 10. *Electrical services maintenance*

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the electrical services maintenance including kitchen/catering and refrigerating equipment maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The contractor will provide a guaranteed maximum 4 hour emergency call out service
- Replacement/repair costs arising from an emergency call-out or for additional electrical works shall be estimated by reference to the costs of materials and agreed labour rates
- Replacement/repair costs arising from emergency lights testing shall be invoiced on the basis of costs of materials and agreed labour rates

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

11

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

**Ad-Hoc # 11. Gas leak detection equipment
maintenance**

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the gas leak detection equipment maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- Provide a maximum 4 hour emergency call-out service.
- Replacement/repair costs arising from an emergency call-out or for additional works shall be estimated by reference to the costs of materials and agreed labour rates
- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

12

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 12. ***Building management system
(BMS)***

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the building management system (BMS) outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The contractor shall provide a maximum 4 hour emergency call-out service at agreed rates.
- Replacement/repair costs arising from an emergency call-out or for additional works shall be estimated by reference to the costs of materials and agreed labour rates

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

13

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 13. Fire extinguishing equipment

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the fire extinguishing equipment outside of the scope as defined in the scheduled maintenance specification sheet.

- The contractor shall be able to provide, at short notice, all parts or replacements required for repairs to the equipment.
- Costs for extra parts required or costs for replacement extinguishers shall be submitted in writing for approval before the items are supplied or installed
- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

14

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

**Ad-Hoc # 14. Fire detection system
maintenance**

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the fire detection system maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The contractor shall provide a maximum 4 hour emergency callout service.
- Full written reports will be supplied to Eurofound on completion of all scheduled service and emergency callouts.
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.
- Any repairs required will be completed as soon as possible and the billing supported by worksheets and suppliers invoices for parts.

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

15

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

**Ad-Hoc # 15. Security equipment and alarms
maintenance**

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the security equipment and alarms maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- 24 hour call out availability
- Guaranteed 2 hour emergency callout service
- All parts and additional works will be billed through the separate
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.

Note: Contractors are instructed that some scheduled maintenance requires working at height. The provision of suitable equipment must be included in the contract price.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

16

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

**Ad-Hoc # 16. Traffic control equipment
maintenance**

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the traffic control equipment maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- All emergency call-outs shall be treated as priority
- 24 hour call out availability
- The contractor shall provide a 4 hour emergency call-out service
- Replacement/repair costs arising from emergency or additional works shall be invoiced on the basis of costs of materials and agreed labour rates

Other:

- The contractor shall be able to provide, at short notice, all parts required for repairs to the equipment scheduled above.
- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

AD-HOC services specification sheet

17

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 17. X-ray machine maintenance

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the X-ray machine maintenance outside of the scope as defined in the scheduled maintenance specification sheet.

Upon request the x-ray machine must also be inspected following any relocation or accidental damage.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

18

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

**Ad-Hoc # 18. Standby diesel generator set
maintenance (model P300)**

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the standby diesel generator set maintenance (model P300) outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The contractor shall provide a maximum 4 hour emergency call-out service
- Parts other than standard service items must be agreed with a Eurofound representative and billing supported by worksheet for labour and invoices for parts
- All parts fitted must be to manufacturer's specification.
- A written service report to be supplied to Eurofound.
- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

19

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 19. Passenger lift maintenance

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the passenger lift maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- Provide an immediate emergency callout service for trapped passengers and no more than four hours for breakdown
- Parts other than standard service items must be agreed with a Eurofound representative and billing supported by worksheet for labour and invoices for parts
- Servicing conducted and condition of equipment is to be noted in a written report supplied to Eurofound within 10 working days of service date. Report to include any recommended repairs and estimates for same.

Note: all parts and lubricants/hydraulic oils to comply with manufacturers specifications.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

20

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

**Ad-Hoc # 20. *Televic interpreter system
maintenance***

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the Televic interpreter system maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The contractor will provide a 4 Hour emergency callout service
- The contractor will provide a Technical Conference/Meeting Assistance service
- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

21

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

**Ad-Hoc # 21. Audio visual and conference
equipment maintenance**

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the audio visual and conference equipment maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- 4 hour emergency callout service
- The contractor must be in a position to provide backup equipment a very short notice to ensure continuity of service
- The contractor will provide a Technical Conference/Meeting Assistance service
- Replacement/repair costs arising from an emergency call-out or for additional works shall be estimated by reference to the costs of materials and agreed labour rates
- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

AD-HOC services specification sheet

22

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 22. Security services

Scope of the ad-hoc services:

Any other material supply and maintenance services related to security services outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The contractor will be authorised to board up windows or doors if they are damaged and pose a security risk
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

Draft site assignment notes will be issued by Eurofound. These notes may be updated by agreement.

AD-HOC services specification sheet # 23

Specification of the possible Ad-hoc maintenance services at
the Eurofound's Premises in Dublin

**Ad-Hoc # 23. Bottles water and dispensers
supply and maintenance**

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the bottles water and dispensers supply and maintenance outside of the scope as defined in the scheduled maintenance specification sheet.

- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

24

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 24. *First aid supplies*

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the First aid supplies outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- First aid boxes to be restocked as required
- Billing for items supplied shall be accompanied by a suppliers itemised invoice
- Items supplied should be suitable for the work environment i.e. general or catering grade
- The date of service shall be marked on each First aid box.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

25

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 25. Tennis court maintenance

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the tennis court outside of the scope as defined in the scheduled maintenance specification sheet.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

26

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

**Ad-Hoc # 26. Catering Equipment
maintenance**

Scope of the ad-hoc services:

Any other material supply and maintenance services related to the kitchen/catering and refrigerating equipment maintenance outside of the scope as defined in the scheduled maintenance specification sheet such as, but not limited to:

- The contractor will provide a guaranteed maximum 4 hour emergency call out service
- Replacement/repair costs arising from an emergency call-out or for additional works shall be estimated by reference to the costs of materials and agreed labour rates

Note: Contractors are instructed that some scheduled works may require working at height. The provision of suitable equipment must be included in the contract price.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets and accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the invoice based on material supply and agreed hourly rates (if applicable).

AD-HOC services specification sheet

27

Specification of the possible Ad-hoc maintenance services at the
Eurofound's Premises in Dublin

Ad-Hoc # 27. Additional (ad-hoc) services

Scope of the ad-hoc services:

Any other material supply and/or additional ad-hoc services associated with, but extra to, the scheduled services such as

- additional repairs and parts supply;
- decorative and building works,
- plumbing and electrical works;
- additional work to security installations;
- tree surgery and grounds work;
- additional waste disposal and recycling
- supply of Professional Services and Consultative Services
- any facilities related tasks that the contractor is in a position to supply at the request of Eurofound.
- supply of materials, equipment and office supplies

Additional services shall be ordered as per Article I.4 of the Framework Contract.

- A work specific method statement to be supplied prior to any work commencement.
- Any invoice covering the cost for this AD-HOC services area must be accompanied by a copy of the relevant and signed docket/dockets accompanying invoice from provider as a proof of service delivery according to above mentioned specification and schedule.
- Any cost for related to the Ad-HOC services will be reimbursed to the Contractor against the Supplier invoice based on material supply and agreed hourly rates (if applicable).