



Better ITTs create better partnerships

Is assessing water safety tenders a bit like comparing apples and pears?

Use your mandatory risk assessments and schematics to create a level playing field.

We've all heard horror stories of escalating costs and disputes over what actions are to be taken in response to out-of-specification results, not to mention who's going to pick up the tab for remedial work. In almost every case, a detailed invitation to tender that includes internal escalation procedures could have avoided a lot of grief; and in your existing water safety plan, risk assessment reports and schematic drawings you should already have all the data you need to draw up such a document.

The bedrock of any contract is clarity on service level. Define what you need and stick to your guns. For one thing, it means you won't be

comparing apples with pears in tender bids. For another you can counter any pressure to accept automatically the rock bottom bid.

On a level playing field, it will become obvious if a supplier is buying the contract and exposing you to risks of underperformance if they find the work is uneconomical and/or that they simply don't have the resources to do it on time, if at all. Don't forget, it is you who is ultimately responsible for non-compliance.

It is often surprising how few of the pages in a fat tender document relate to the technical services. It's simply not enough to require, say, a "routine" TMV service unless you specify what you mean by a service and the test method, how many TMVs you have, their accessibility and their model number and age.

Without doubt, the tender document should be written, or at least checked, by the AP(Water) and/or AE(Water) with KPIs, with milestones built in.

Are you sure your risk assessment and schematic are up to date?

Contact our specialist healthcare team for advice.

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