

Technical Specification

For the Provision of Maintenance Services Issued by

North Cumbria Integrated Care NHS Foundation Trust

Tender Reference Number: LGM32740

Maintenance Contract

Maintenance of Gas Boilers and Gas Catering Equipment

Table of Contents

Introduction	3
Contract overview	3
Lots	3
Contract period	4
Working hours.....	4
Contract Requirements and Level of Cover	4
Reactive call outs	4
Contractor Responsibilities	5
Contractor's Tools and Equipment	5
Documents	5
Review Meeting	5
Invoicing and Payment Terms.....	6
Reporting	6
Assets	6
Terms and Conditions	7

Introduction

This document provides full details of the Client's requirements for maintenance of Gas Boilers and Gas Catering Equipment.

You are required to complete all sections in the accompanying Invitation to Tender response document (ITT), and provide pricing in the accompanying Pricing Schedule.

All equipment is to be maintained in line with the following Specification.

Please note any bids received that deviate from any aspect of this Technical Specification will be classed as variant bids, and bidders may be excluded from the procurement process.

Contract overview

North Cumbria Integrated Care NHS Foundation Trust "Client" is seeking to contract for the provision of a service to ensure that the Client's current equipment is kept in a safe and reliable working order and operating in a way that provides the optimum efficiency.

The contractor must be able to carry out the testing programme currently in place to maintain compliance.

The Client requires a pre-planned contract, with ad-hoc work and parts to be charged in addition to the fixed price contract. Generally, this includes the following:

- 1 PPM visit for each boiler/catering equipment to include removal of all burners, inspection & cleaning as required.
- All visits are annual, except Northern Cancer Centre which has two visits to the boiler each year, one every six months.
- All associated parts and controls tested during visit.
- Provide combustion analysing reports, copies provided on site and to Estates team.
- Gas Safety Certificates to be left with the Estates team.
- Reactive call outs.

It is essential that all aspects of this technical specification are adhered to during the contract period. It is imperative that safety measures are carried out during servicing of the equipment to comply with the safety requirements detailed in this technical specification.

The Client reserves the right to delete from or add to this programme such equipment as may be dictated by circumstances from time to time. This shall include any equipment that has inadvertently been missed from the maintenance programme.

Lots

This contract will be awarded in a single lot.

Contract period

The contract will be for three years, commencing on 01/04/2024.

Gas Boilers - 1 x PPM each year, except Cancer Centre which has 2 PPMs each year

1. Carleton Clinic Carlisle
2. Penrith Hospital
3. Penrith Health Centre
4. Ruth Lancaster James Hospital Alston
5. Victoria Cottage Hospital Maryport
6. Wigton Hospital
7. Brampton Hospital
8. Maglona Carlisle
9. Mary Hewetson Cottage Hospital Keswick
10. Unit G Kingmoor Business Park Carlisle
11. Unit 12 Port Road Carlisle
12. Springboard Orton Lea Carlisle
13. Oral Surgical
14. Reiver House Cumberland Infirmary Carlisle
15. Cancer Centre Cumberland Infirmary Carlisle – 2 PPMs, one every six months

Gas Catering Equipment

1. Penrith Hospital
2. Mary Hewetson Cottage Hospital Keswick

Working hours

Normal working hours are 08.00 – 17.00 Monday to Friday.

Contract Requirements and Level of Cover

Reactive call outs

There are two levels of call out:

1. Emergency call-out would be, but not limited to a gas leak or no heating.
2. Standard call-out would be, but not limited to system in operation but a repair required, i.e. one pump not working and can switch to second pump until pump one repaired.

Emergency out response times are as follow:

1-hour North Cumbria

Standard call-out response time:

24 hours from call logged

The Client requires a 24/7 facility to report faults.

All engineers need to be qualified to work on the varying types of equipment in this contract. Evidence of this will be required on request.

If the fault cannot be fixed first time, the contractor must report this back to the Client's management team with details and plans to guarantee the repair within 72 hours.

Any reactive work which spans more than one day will be considered as a single job. The Client will only accept the call out charge on day one. The Client will then be charged the hourly rate for the remaining hours / days to complete the works.

Contractor Responsibilities

While on the premises, the Contractor shall comply, and shall ensure that its staff complies, with the requirements of the Health and Safety at Work Act 1974 and other relevant legislation, including regulations and codes of practice issued there under and with the authority's own policies and procedures.

All new Contractors attending site for the first time must go through a Maintenance Site Induction.

All Contractors must inform the Estates Officer before commencing work during normal working hours. The Contractor should report to the location of the unit where they may be met a member of the Estates team. Out of hours call outs would be via the Estates Manager on call.

Contractor must inform/agree with the Estates Officer when utilities have been isolated from the system and reinstated following necessary repairs.

Liaise with the Estates department before leaving site.

Visits to the locations are not permitted without the consent of the authorised officer.

All Contractors' employees who attend site shall be DBS checked by the Contractor.

The Contractor shall provide its staff with a form of identification that is acceptable to the authority and which staff shall provide on their first visit to display on their clothing at all times when they are on the authority's premises. Following the Client's site induction, the Contractor's staff will be provided with identification which is to be worn at all times while on site.

Contractor's Tools and Equipment

The Contractor shall provide all necessary transport and equipment, including but not limited to; tools, instruments, test kits, PPE, access equipment, temporary barriers and signage, and first aid equipment that is necessary to carry out the work safely and as detailed in the Control of Contractors documents.

Documents

Confirmation of Insurance Liability & competency training records required.

Review Meeting

The Client requires an implementation meeting with the winning Contractor to be carried out at the start of the contract. This will include a site visit and induction.

Thereafter, the Client reserves the right to request ad-hoc review meetings. The schedule should be agreed at the initial implementation meeting and the contractor is responsible for contacting the Client to make the arrangements.

The agenda of these meetings shall be based upon the Contractor's Reports and the maintenance programme and will typically cover:

1. Discussion and agreement of any proposed changes to the Contractor's team including any additional site-specific training needs.
2. Review of the Contractors performance against the following:
 - a. PPM completion according to programme.
 - b. Response and resolution times for non-planned work.
 - c. Review and agreement of the routine service work completed.
 - d. Review and agreement of the maintenance work orders, emergency and breakdown work.
 - e. Review and agreement of the value of any additional chargeable work that has been carried out.

Invoicing and Payment Terms

For smooth payment of presented invoices, please ensure all maintenance contract work is clearly marked as such with the current purchase order number, together with the name, area and location of the equipment being serviced.

Invoices to be submitted to the Client in arrears of planned maintenance visits. Invoices will be paid after works has been completed. Service reports must be provided before invoice is released for payment.

Reporting

A detailed report outlining all equipment that has been maintained must be completed after every service. Details must include issues surrounding safety and quality, parts used, warranty details and any work carried out.

Hard copy service sheets (where available) should be left with the Client with an electronic copy emailed to the named Estates Officers within one week. Details of who needs to be sent an electronic copy will be provided at the site induction.

Service sheets should be signed by the Operations Manager or Operations Officer. If there are any issues, please contact the Estates Department.

Assets

Please refer to the accompanying pricing schedule for a breakdown of assets.

Terms and Conditions

Bidders should be aware that any contracts arising from this procurement process shall be subject to the NHS Conditions for the Provision of Services with Maintenance Schedule. A copy can be obtained from:

[NHS Terms and Conditions with Maintenance Schedule Aug 2022.pdf](#)