

Technical Specification

For the Provision of Maintenance Services Issued by

Gloucestershire Hospitals Subsidiary Company, Trading as Gloucestershire Managed Services

Reference Numbers: LGM38033 - Z6.494, n7.84, Z6.484, Z7.48B, M7.86

Tender Reference Number: 2024/S 000-038699

Maintenance Contract

Maintenance of Ware-washing Appliances (Dishwashers)

Table of Contents

| | |
|--|---|
| Introduction | 3 |
| Contract overview..... | 3 |
| Lots | 3 |
| Contract period..... | 3 |
| Location and sites | 3 |
| Working hours..... | 4 |
| Contract Requirements and Level of Cover | 4 |
| Scheduled service visits | 4 |
| Reactive call outs | 5 |
| Spare Parts | 5 |
| Contractor Responsibilities..... | 5 |
| Contractor’s Tools and Equipment | 6 |
| Documents..... | 6 |
| Reviews | 6 |
| Invoicing and Payment Terms..... | 6 |
| Reporting | 6 |
| Assets | 7 |
| Terms and Conditions | 7 |

Introduction

This document provides full details of the Client's requirements for the provision of maintenance of ware-washing appliances (dishwashers).

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

Gloucestershire Hospitals Subsidiary Company, Trading as Gloucestershire Managed Services "Client" is seeking to contract for the provision of a service to ensure their equipment is kept in a safe and reliable working order and operating with optimum efficiency.

The winning contractor must provide the service in accordance with the original equipment manufacturers (OEM) recommendations and the requirements set out in this Technical Specification.

This includes the following:

- Service and Maintenance visits - frequency and detailed requirements set out below
- Reactive call outs in accordance with requirements set out below
- Telephone advice
- Spare parts and consumables

The Client reserves the right to add or remove equipment if required during the contract term.

Lots

This contract will be awarded in a single lot.

Contract period

The contract will be for five years, commencing on 01/04/2025.

Location and sites

Name and address of site where the contract will be carried out:

- Gloucestershire Royal Hospital – Gloucester - (GL1 3NN)
- Cheltenham General Hospital – Cheltenham - (GL53 7AN)
- Stroud Maternity – (GL5 2JB)

Working hours

Client normal working hours for this service is 8.00am and 8.00pm Monday to Friday.

Contract Requirements and Level of Cover

The Client requires a fully comprehensive planned preventative maintenance contract, with emergency breakdown support and parts to be included in the fixed price contract.

Two visits per annum at six-monthly intervals to service all equipment in line with manufacturer recommendations, and to comply with all current regulations. Please note the first visit is due at the start of the contract period.

Please note the following list is not exhaustive, as previously advised all works must be in line with manufacturer recommendations and comply with all current legislation.

Scheduled service visits

- Two planned maintenance visits per appliance per year
- Parts will be included in the planned maintenance schedule for all PPM activity
- Emergency breakdown telephone support 8-6 Monday - Friday and 8-1 Saturday, Sunday and Bank holidays
- Emergency breakdown, engineer on site 9-5 Monday to Friday within 24 hours from call made
- Check all electrical components to ensure they are fitted correctly
- Check all wash rinse arms to ensure all rinse jets are fitting and working correctly
- Fit non-return valve to rinse aid hose if required
- Check door springs and hinges to make sure there are no broken components, like bolts and screws
- Carry out a visual inspection of the boiler element and tank element before refitting component to boiler (if required)
- Switch off boiler, drain down and remove boiler element to check float switch. Clean float switch and check for any debris before reinstating boiler
- Replace upper and lower fixing tube and centre star device
- Check and clean pressure cup and air hose
- Check and clean water filter solenoid
- Check water pressure
- For machines with rinse aid and detergent pumps check and clean
- Check and tighten hose jubilee clips
- Change any compression clips to jubilee clips
- Fill machine and check cycle operation

- Check rinse booster pump for leaks
- Check and record parameter settings in service book
- Clamp test boiler and tank element using meter and record amperage
- Drain machine and check waste flow rate – if slow, check drain pump capacity
- Replace Gio filter on all Gio model machines every six months

Reactive call outs

Labour for reactive callouts within the working hours stated is to be included in the fixed price of the contract. With response times as below:

Engineer is required on site within 24 hours of the reported fault call

Other than where the delay is due to parts availability, the Client expects equipment repairs to be completed within one return visit. In the event of a repair not meeting these timescales the Client reserves the right to seek alternative repair options, with the labour cost of said repair to be deducted from the next contractual invoice.

Spare Parts

The winning contractor is expected to be able to obtain all necessary spare parts to effect repairs on all equipment as detailed in the Pricing Schedule.

Spare parts will be included in the cost of the contract unless it is evidenced that misuse is the cause of failure.

Contractor Responsibilities

While on the premises, the Contractor shall comply, and shall ensure that their staff comply 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 Health and Safety Site Induction once a year. All information such as site rules and processes will be discussed. Any violation of these rules might lead to the offender being barred from site which might affect the contract.

All Contractors must report to the Estates Office before commencing work during normal working hours. For out of hours call outs, the Contractor should report to the location of the unit where they will be met by an Estates Officer or tradesman.

It is imperative that all Contractors sign out 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.

Arrangements for parking will be made by Estates.

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 always display on their clothing when they are on the authority's premises. Following the site induction, the Contractor's staff will be provided with identification which is to be always worn 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

The winning contractor will submit a full list of employees that will be attending any sites at any time and provide all training certificates for each individual, including training records and renewal dates for the training.

Reviews

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.

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.

These will typically cover:

- Planned visit completion review
- Response and resolution times for un-planned work.
- Review and agreement of the value of any additional works

Invoicing and Payment Terms

The Client will raise an upfront order for the full contract duration and require invoicing after works are completed and valid service reports have been provided to the Client for checking.

Invoices must be clearly marked with the current purchase order number together with the name, area and location of the equipment/area worked on.

Any authorised repairs undertaken should be clearly marked as such on invoices with a full cost breakdown.

Reporting

A detailed report outlining all equipment must be completed after every service. Details must include all work carried out including any parts replaced and any recommendations. Any safety or quality issues should be highlighted immediately.

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 appointed GMS representative. If there are any issues, please contact the Estates Department.

Assets

Assets are detailed in the accompanying Pricing Schedule

Terms and Conditions

Bidders should be aware 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 for the provision of services with maintenance schedule 5 - Aug 2022](#)