

Technical Specification

For the Provision of Maintenance Services Issued by

Hull University Teaching Hospital NHS Trust

Tender Reference Number: LGM38432

Find a Tender Reference: 2024/S 000-038453

Maintenance Contract

Maintenance of passenger and goods lifts across two sites

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Introduction

This document provides full details of the Client's requirements for the provision of maintenance of passenger and goods lifts across all sites for Hull University Teaching Hospitals.

You are required to complete all sections in the accompanying Invitation to Tender response document and add your pricing in the accompanying Pricing Schedule.

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

SKY Visitor registration is required for all staff working on this Contract. This will be set up with the winning contractor during the implementation process.

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

Hull University Teaching Hospital NHS Trust "Client" is looking 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, but not limited to the following:

- Service visits
- Reactive call outs
- Spare parts

The Client has five principal requirements:

1. To maximise the life expectancy of the components which make up the lifts.
2. To ensure the continued safety of the lifts.
3. To ensure reliable operation of the lifts.
4. To preserve ride quality and performance on lifts.
5. To maintain cleanliness in all areas inaccessible to non- lift industry trained staff i.e., lift shafts, pits, car tops and machine rooms.

Lots

This contract will be awarded in a single lot.

Contract Period

The contract will be for five years, commencing on 1st April 2025.

Location and Sites

During normal working hours, please ensure all engineers report to the Estates Department at each site to sign in and collect keys.

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

- **Hull Royal Infirmary**
Anlaby Road
Hull
HU3 2JZ
- **Castle Hill Hospital**
Castle Road
Cottingham
HU16 5JQ

Working Hours

Normal working hours are 08:00 and 16:30 Monday to Friday.

All planned works will take place during normal working hours 08:00 to 16:30 unless agreed in advance.

No work shall be carried out at night, at weekends or during bank holidays without the permission of the clients representative.

Level of Cover - Fully Comprehensive

The successful contractor will be required to provide a fully comprehensive service in accordance with:

- Manufacturer's recommendations
- LOLER
- SAFed
- HTM 08-02
- BS7255:2012 Safe Working on Lifts
- Maintenance definitions as detailed in BS EN 13015
- LEIA Code of Practice LM01 2013
- The requirements set out in this Technical Specification

PLEASE NOTE: Comprehensive will include all breakdowns to be attended 24 hours a day 7 days a week. Repairs are **NOT chargeable**, they are to be included in the cost of your fully comprehensive price bid.

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 Trust's safety requirements.

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

Contract Requirements

The Trust requires a fully comprehensive maintenance contract. The following needs to be undertaken:

The Lifts covered by this Contract should be maintained so they are in a good working order, in accordance with the Lift installer's/modifier's and/or Original Manufacturer's instructions as defined in BS EN 13015.

The successful Lift Contractor shall ensure that all relevant works, as detailed and advised by the Lift and Escalator Industry Association (LEIA) in the form of Technical Bulletins/Safety Notifications, are reported to the Trust. It shall be the Lift Contractor's responsibility to ensure such works are implemented and that evidence of any resultant remedial action is recorded in writing and placed in the Health & Safety file.

Lifts that have been subject to modernisation should be maintained in accordance with the installer's/modifier's instructions for the replaced components.

The following is excluded from the Contractor's responsibility and maintenance, except where damage is as a direct result of the Contractor's negligence in the performance of his duties, or equipment design.

1. Decorative finishes of the car enclosure, car, and landing entrances, except where damage is a direct result of poor adjustment
2. Buried piping on hydraulic lifts
3. Any modification to the lift equipment carried out by 'others' during the term of the Contract, whether mechanical or electrical
4. The incoming main power supply cable to both power and lighting circuits, in connection with the lift installation
5. The effects of fire, flooding and the restorative works as a consequence thereof.

Included in the Contractor's responsibility will be the correct adjustment, repair, and/or replacement where conditions warrant, of all parts of the lift equipment not excluded above and including but not limited to:

1. Worm wheels
2. Worm shaft
3. Stress bearings and oil seals
4. Suspension ropes and safety ropes
5. Governor ropes
6. Guide shoes
7. Brake magnet coils
8. Brake linings
9. Lift motor and generator

10. Gear box oil
 - a. Hydraulic oil
 - b. Hydraulic oil coolers or equivalent, plus all associated operating systems
 - c. Hydraulic valve blocks and main piston seals
11. Motor and general brushes
12. VVAC and VVVF drives and speed regulator systems including regenerative drives
13. Door operators and associated drive systems
14. All wiring from the main isolator to the lift
15. Travelling flexible cables
16. Selector tape or chain drives where applicable
17. All controller components and their associated parts including PCBs, microprocessors and frequency drive units
18. Limit switches and shaft positioning equipment
19. Conductors and indicators
20. All indicator lamps, both in the lift car and on the landings
21. Car, motor room and lift shaft lighting, plus any aesthetic lighting to scenic lift cars
22. Cleaning of all lift equipment in the machine room, lift shaft, pit and wheelhouse (where applicable). To ensure that the machine room is always kept clean and tidy and free of rubbish and potentially inflammable material
23. Cleaning of the lift shaft and motor room fabric, as well as decoration internally
24. Cleaning of all areas that are only accessible by staff qualified to EOR 202.
25. All emergency lighting in car, shaft, and motor room
26. Any associated monitoring or diagnostics systems
27. Lift alarms, intercoms, auto-dialler, and diagnostic equipment

The Contractor shall provide all cleaning materials and lubricants for the adequate maintenance of the Lift and associated equipment. All lubricants are to comply with the Original Manufacturer's specification and the COSHH regulations

No abnormal stocks of lubricating oil or lubricants of an inflammable nature shall be retained on any Premises at any time.

No material shall be stored within the machine rooms that are not required for the maintenance of that Lift unless prior permission is given by the Trust. Any spares shall be kept in suitable metal cabinets, to be provided by Contractor.

Entrance barrier guards of safety and adequate design, in accordance with Health & Safety Guidance note PM26 shall be retained on site and placed in front of the entrances whenever the Lifts are being worked on by the Contractor's Engineers.

'Out of Service' indicator notices shall be placed on each landing whenever a lift is removed from service for either maintenance or repair.

The Contractor shall provide all temporary lift frames and gantries required for the removal of equipment.

The contractor is responsible for providing all their own PPE and the subsequent safe and correct disposal thereof.

The contractor is responsible for the correct removal and disposal of any work related materials off-site.

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

Planned Maintenance Visits

Planned maintenance visits shall all be carried out within the following tolerances: -

Monthly visits > 21 days and < 35 days from the last planned maintenance visit.

Quarterly Visits > 80 days and < 100 days from the last planned maintenance visit.

The Contractor shall allow the following minimum timescales for each maintenance visit:

- Passenger Lifts (4 x floors and more) 1¼ hours per man
- Low Rise Goods/ Passenger Lifts 1 hour per man Less-abled equipment 45 minutes

Scheduled service visits

- 12 visits per lift, 1 each month, unless otherwise specified in the pricing schedule

Response Times to call outs

1. One hour for entrapment
2. Two hours for other breakdowns

Emergency Callout Responsibilities & Entrapment

Outside of normal working hours 08:00 – 16:30, the following applies:

1. Hull Royal Infirmary

The Estates on-call Manager will call the Lift Contractor and request attendance of their engineer.

On arrival at site the lift engineer shall call the Estates on-call manager. The number to call will be provided during implementation.

In callout situations the Trust will provide a lift steward to assist with passenger release.

2. Castle Hill Hospital

The Estates on-call Manager will call the Lift Contractor and request attendance of their engineer.

On arrival at site the lift engineer shall call the Estates on-call manager. The number to call will be provided during implementation.

In callout situations the Trust will provide a lift steward to assist with passenger release.

On receipt of a call, the Contractor shall confirm to the caller the estimated time of arrival of his engineer. Where there may be a delay in the arrival time, the Contractor shall maintain an update with the Premises Representative or reallocate the call to ensure another engineer can attend.

The specified response times are to be achieved 365/6 days per annum.

In the event of an entrapment in which the Contractor fails to achieve the specified response time, the Trust may, at his discretion, employ any other means at his disposal to carry out release procedures. Any expense incurred by the Client will be reimbursed in full by the Contractor without deduction or off-set.

‘Other means’ shall include but not be limited to:

- Emergency services
- Other Lift Contractor

The use of ‘other means’ will be restricted to the release of entrapped passengers. The Maintenance Contractor shall still retain responsibility for the reinstatement of the equipment to a full and reliable service.

Although Hull University Teaching Hospital NHS Trust Staff act as first response for trapped passengers, if called on you will be expected to arrive within one hour.

Alarms and Autodial Units

All alarms and autodial units must be reprogrammed to the Client switchboard which is manned 24/7. Any costs associated with replacing any units not compatible with reprogramming will be the responsibility of the Contractor.

The Contractor must provide a list of all units which are actively being remotely within 3 months of the contract start date.

Statutory Regulations

All work undertaken as maintenance must comply with British Standards BS 5655 Parts 11 & 12

Codes of Practice for the modification of electrical and hydraulic lifts

Must conform to, UK Acts and Regulations:

- The BS EN 81 series of current Standards whether “designated” or not.

All works and equipment shall comply with relevant statutory instruments and regulations and with, but not limited to, the following:

- BS EN81-20 Safety rules for the construction and installation of lifts — Lifts for the transport of persons and goods
- BS EN81-1: Safety rules for the construction and installation of lifts.
- BSEN 13015: Safety rules for Lift maintenance

- BS EN81-70: Safety rules for the construction and installation of lifts. Particular applications for passenger and goods and passenger lifts. Accessibility to lifts for persons with disabilities.
- BS EN81-80: Safety Rules for the Construction and Installation of lifts. Rules for the improvement of safety of existing passenger and goods passenger lifts.
- BS: 5655-8: Lifts and service lifts. Specification for eyebolts for lift suspension.
- BS 5655-10: Lifts and service lifts. Specification for the testing and inspection of Electric and Hydraulic Lifts.
- BS: 5655-11: Lifts and service lifts. Recommendations for the installation of new and the modernisation of, Electric Lifts in existing buildings.
- BS EN 12385-5: Steel Wire Ropes. Stranded Ropes for Lifts
- BS EN 50214: Flexible cables for lifts
- BS 7255: Code of Practice for Safe Working on Lifts.
- BS 7671: Requirements for electrical Installations.
- IEE Wiring Regulations. Latest applicable Edition.
- SAFed Lift Guidelines on the supplementary tests of in-service lifts 2006
- BSEN13015: Maintenance for lifts and escalators – rules maintenance instructions.
- The Disability Discrimination Act
- BS 8300: Design of buildings and their approaches to meet the needs of disabled people.
- Code of practice in conjunction with the Building Regulations 2000 Part M (2004 edition).
- Electricity at Work Regulations
- Health and Safety at Work Act 1974 (HSWA)
- Health Technical Memorandum 08-02 Lifts
- Management of Health and Safety at Work Regulations (MHSWR)
- Workplace (Health, Safety & Welfare)
- Provision & Use of Work Equipment Regulations (PUWER)
- Lifting Operations & Lifting Equipment Regulations (LOLER)
- Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR)
- Working at Height Regulations
- CDM Regulations Managing Construction for Health & Safety
- BS: 7671 The Institute of Electrical Engineer's Regulations for Electrical Equipment in Buildings

Technical Assistance

It is recognised that the maintaining contractor may acquire with this portfolio certain Lifts, which cannot be wholly maintained without the intervention of the original manufacturer of that Lift (the

‘Original Manufacturer’). Under such circumstances, and in the event of prolonged downtime or repeated callouts or callouts outside of the prescribed annual allowance, the maintaining contractor is, at his own expense and at no additional cost to the Trust, to contact the Original Manufacturer and seek the necessary onsite or off-site technical assistance.

Without prejudice to the foregoing, if at any time the Contractor does seek assistance from the Original Manufacturer, the Contractor shall be responsible for the acts, defaults and omissions of the Original Manufacturer as if they were its own and shall not relieve the Contractor of any of its obligations under this Contract.

The Trust may, in addition to the provision of the Maintenance, in respect of any of the Lifts, require the provision of further enhancement of works. Such work shall be carried out at a price agreed in advance by both parties.

Prior Inspection of the Lifts

The Contractor acknowledges by tendering that it has inspected each of the Lifts and that it enters this Contract with full knowledge of the state, repair and condition thereof and that the Price is not subject to variation by reason of any fact, matter or thing relating to the state of repair, age or condition of any of the Lifts becoming known to the Contractor after the date of tender.

Parts

The Contractor will be further deemed to have ascertained that replacement parts or compatible equivalents are available to him from the outset of and for the duration of this Contract.

Obsolete Parts

Any parts, which are obsolete shall be identified as part of the site visits or pre inspection of the LOLER reports which accompany this tender. If obsolete parts are identified during site visits, this **MUST** be communicated to Lifecycle in writing before the tender closes. No components will be accepted as being obsolete within a period of 15 years following product release. A sum will be agreed between the Trust and Contractor for replacement following contract award.

For the avoidance of doubt, the term ‘obsolescence’ means that a particular component or crucial working part is no longer manufactured and an alternative component cannot be obtained or manufactured to ensure continued functionality. The period of 15 years will be deemed to commence from any subsequent equipment design revision and/or software/firmware release. The final adjudicator on matters of obsolescence shall be the Trusts Independent Authorising Engineer (Lifts).

Any failed parts falling outside the above criteria shall be replaced with a modern equivalent at no extra cost to the Trust.

Suitability

The Trust’s decision on the suitability of materials used shall be final.

Availability of Labour and Materials

The Contractor warrants and undertakes that it has made all enquiries as to the source of his labour and to have made all provisions in his tender for every cost to him of providing and maintaining the labour force necessary to complete the works, including all overtime, weekend working and associated supervisory costs which he considers he shall require.

Misuse, Abuse

The Contractor shall include costs associated with breakdowns caused by misuse and abuse, and running on arrival of the lifts up to a value of £500.00 per visit – this **MUST** be included in your price bid. This value will include the materials, labour and travel costs calculated at the agreed Contract charging rates and mark-up.

The Contractor shall provide a quarterly spreadsheet highlighting misuse cost per lift. Upon reaching the £500.00 +vat threshold, the Contractor may submit chargeable invoices.

Any costs for materials more than this figure may be claimed and the Contractor will be required to provide objective evidence to support any such claim. Labour costs shall be based on the contract rates.

It is essential that the Contractor reports any issues of vandalism or misuse immediately to the Hospital Engineer as not retrospective claims can be objectively considered.

Key Account Manager

The Contractor shall appoint a Key Account Manager who shall be fully responsible for liaising with the Trust and Trust's Representative on all matters relating to the Contract.

The appointed Manager will ensure that all matters relating to the contract are administered correctly, including settlement of financial details.

The appointed Manager shall attend liaison meetings with the Trust and or Trust's representative quarterly at dates to be agreed.

At such meetings, the appointed Manager will be expected to provide evidence to verify the following:

1. That Service Levels are being met as detailed to contract
2. That the service and breakdown documentation is being issued, stored, and retained correctly
3. That the service visits are taking place on the correct dates indicated
4. That the H&S standards as required by legislation are being always adhered to
5. That the invoicing is correct and cost controls are in place

Prior to meeting attendance, the Account Manager shall provide all documentary information to the satisfaction of the Trust and Consultant such as but not limited to the following:

History prints Maintenance spreadsheets LOLER examination dates.

Reviews

The appointed Manager must be available as a point of contact at all times, including Bank Holidays and 'out of normal working hours'. During this period, or annual holidays, they should appoint a deputy or second and the Engineer is to receive notice of this appointment two weeks prior to any such absence of the appointed Manager. Mobile phone numbers are to be advised and form the means of this necessary communication, as these businesses are seven day a week, 24-hour a day concerns.

In order to administer and review the status and performance of this Contract, it is intended to hold periodic meetings. Initially the meetings will take place on a monthly basis for the first three months and then on a quarterly basis to satisfactory performance. The reports shall be forwarded electronically to the Trust or the Trust's appointed agent seven days prior to the agreed meeting dates.

Review meetings will typically cover the following:

1. Attendees
2. Minutes from Last Meeting
3. Health and Safety
4. Financial – Billing/ Invoices
5. KPI Review/ Achievement
6. Quotes/ outstanding works
7. LOLER review
8. 3rd Party Insurance Inspection Report Review/ Quoted/ Completed
9. AOB
10. Date of Next Meeting

Site Specific Requirements

The Contractor shall include for all costs and provisions necessary to comply with this technical specification and ensure attendance to site for maintenance and repairs is done so in line with the timescales detailed, unless otherwise agreed. All pricing to be provided in the accompanying Pricing Schedule document.

Contractors Responsibility

The Contractor shall ensure that employees are properly dressed in accordance with the Contractor's Standard Issue Work Clothes. Under all circumstances, they shall be clean and neat in appearance and shall identify the contracting company.

The Contractor shall forward a description of the work clothes he proposes for approval by the Trust, which as a minimum will consist of one or two-piece overalls with protective shoes/boots. Each of the Contractor Personnel shall also be issued with the necessary safety equipment to ensure that he can carry out his functions in accordance with the recommendations of the Health & Safety at Work Act and The Contractor's Working Policy Document(s).

Each of the Contractor Personnel shall carry a means of identification, which must be presented on entry to the premises. Any employee, who cannot provide proof of identification, will not be permitted entry.

The ID card shall, as a minimum, contain the following information:

1. Name of Company.
2. Name of Employee.
3. Photograph of Employee.
4. Signature of Employee.
5. Signature of the responsible Director of the Company.
6. Address and telephone number of Company.

The Contractor shall submit a copy of the Contractor's ID card with the Tender for approval by the Trust.

During any site visit, the Contractor Personnel shall:

1. Not use radios or similar equipment whilst on site.
2. Not use bad or obscene language.
3. Not smoke.
4. Provide all protective sheeting to ensure the premises are maintained in a clean and tidy manner to a level acceptable to the Trust.
5. Clear and clean the work area prior to departing from the premises
6. Not make any form of improper remark to any person whilst on site.

Should at any time any of the Contractor Personnel not comply with the above requirements, the individual will be asked to leave the Premises and shall not be permitted to work on any other Premises owned by the Trust until the Employee is satisfied the necessary disciplinary procedures have been invoked. Should this occur on more than two occasions during the Term, the Trust reserves the right to ban the individual from working on any Premises.

General Working Conditions

The Contractor shall employ, on this Contract, only engineers fully trained and of sufficient breadth of knowledge and experience to cope with the level of expertise which will be required in maintaining units of different design and manufacture.

All staff should be competent and be suitably qualified in-line with HTM08-02: Lifts (2016 edition). Specifically, Clause 3.14 states that 'a competent person (lifts) is a person, suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions to enable the required work to be carried out safely (from BS7255)'. The Contractor shall provide evidence of training for all staff attending site on request.

The Contractor is to provide sufficient staff to carry out work on lifts in accordance with Method Statements and Risk Assessments specific to the contract requirements. Where additional staff are required, then new Method Statements and Risk Assessments are to be submitted prior to works commencing.

The Contractor shall only provide directly employed operatives to execute the Work and shall not sub-contract the Works nor use operatives provided by third parties, without the approval of the Trust's representative.

LOLER Thorough Examination of Lift Equipment

A 'Competent Person' nominated by the Trust will carry out the periodic statutory inspections of the Lifts every six months.

On receipt of the LOLER Reports, the Trust or Trust's Representative will submit them to the Contractor within seven days.

On receipt of the LOLER Reports, the Contractor will issue a written acknowledgement of receipt within seven days to the Trust or Trust's Representative.

Where the LOLER Report identifies any remedial work, which falls within the scope of the Contract, then the Contractor shall attend site and carry out the works; to be signed off and written confirmation issued within 60 days or within the date of expiry of a time related defect, whichever is less.

If for any reason any of the remedial works cannot be completed within a 28-day period, the Contractor shall inform the Trust or Trust's Representative and advise the earliest date by which all Works will be completed.

The Contractor shall inform the Trust or Trust's Representative in writing within seven days of completion of all Works.

If, because of the Statutory Inspection, an 'Immediate Defects Report Notice' is issued, the Trust or Trust's Representative will, without delay, advise the Contractor, who shall arrange for immediate action to be taken and the required remedial works to be completed under the Contract. Where the works fall outside of the contract the Contractor shall issue to the Trust a fixed price quotation based upon the rates in the Schedule detailed in the pricing schedule. Under these circumstances the remedial works shall be completed with the utmost expediency, irrespective of any notice period specified. Any remedial works shall be completed within the time scale stated on the Notice. In any case, no works shall be allowed to remain incomplete after 30 days following receipt of Notice.

On completion of any work resulting from an 'Immediate Defects Report Notice', the Contractor shall advise the Trust, or the Trust's Representative, in writing within 24 hours of completion of the Works. This notification of completion of Works shall also include a schedule of repairs/adjustments carried out and signed off.

If the LOLER Report identifies non-immediate work, which is outside the scope of the Contract, the Contractor shall, on receipt of the report, submit a quotation for the Works within a period of 28 days. Quotations shall include details of costs and program for on and off site work.

All quotations shall be accompanied by a detailed Contractor's program and submitted on a fully fixed price basis open for acceptance by the Trust for an eight-week period.

If the quotation is accepted, the Trust will issue an order from which the Contractor shall prepare materials and allocate the labour. A minimum of 14 days' notice shall be given prior to commencement of site work so that all relevant notices can be posted.

* The Trust reserves the right to obtain alternative quotations, which may result in the employment of other Contractors to carry out the work.

The Contractor shall commit to achieving the dates for remedial works and reporting detailed above. If the Contractor persistently fails to achieve the dates, the Trust reserves the right to terminate the agreement in part or whole as detailed in the terms and conditions.

LOLER Report

	LOLER Report	Target Objective
1	Received and acknowledged	24 hrs (Requires electronic system)
2	Maintenance items (not misuse etc.)	1 Month/Email
3	Time sensitive Defects Report Notice	Immediate
4	Confirmation of Works Completed	24 hrs / Email
5	Works outside of contract, quote received. 24 hrs.	24 hrs / Email Standard pricing

Protection, Damage to and Reinstatement of Existing Services

Live services exist on site and shall be maintained throughout the duration of the Contract in operating conditions.

The Contractor shall check for the existence of services (gas, water, electricity, telephone and other communication lines and drains) and similar items, whether overhead on or in the walls or in the floor around the Works and locate and mark to protect the existing services from damage. Any damage to services caused by the negligence of the Contractor shall be made good to the satisfaction of the Trust by the Contractor at the Contractor's expense.

The Contractor shall not interfere with the operation of existing services without permission of the Trust and if applicable, Statutory Authorities and private owners.

Any damage to services caused by the negligence of the Contractor shall be made good to the satisfaction of the Trust by the Contractor at the Contractor's expense and the Contractor will indemnify the Trust in respect of any consequential loss that may be suffered by the Trust and/or third parties because of any damage to services caused by the negligence of the Contractor.

Workmanship and Materials

Workmanship and materials shall be in accordance with appropriate British Standards and good working practices as defined by EITB, (Engineering Industry Training Board) and LEIA (Lift and Escalator Industry Association) manuals and instructions.

The Client's interpretation of good working practices shall be accepted as a contract requirement. Unless otherwise stated, all materials shall be provided by the contractor. The quality of all materials used shall be to the satisfaction of the client representative and shall comply with the relevant BS: EN standards.

All necessary tools and appliances and everything required for the execution of the works is to be supplied by the contractor. No petrol/diesel powered equipment shall be used within the confines of the sites.

The use of explosive cartridge equipment (nail guns, shot firing, etc.) is prohibited. All equipment shall comply with all current regulations and be correctly maintained and inspected as necessary.

Plant and Tools

The Contractor shall provide all plant, tools, lifting equipment, slings, tackle, hoists, and scaffolds necessary for the proper performance and safe execution of the Works. If expired, Lifting Beam Testing will be the responsibility of the Contractor, should emergency/ repair works be required.

Safety, Health and Welfare

The Contractor shall comply with all applicable health, safety and welfare measures required under or by virtue of provisions of any enactment or regulation.

The Contractor shall comply with working rules for the areas as agreed by the National Joint Trust for the Building Industry.

The Contractor shall keep the Premises free from rubbish and debris and maintain them in a tidy condition to the satisfaction of the Trust, or the Trust's Representative. All old parts and rubbish shall be removed from the Premises.

The Contractor shall ensure that all of the Contractor's Personnel when working on any of the Premises shall comply with the Trust's health and safety and security policies and any other policy or procedure that may apply in respect of those Premises (the 'Trust's Policies') and, in addition, shall comply with the reasonable instructions of the Trust when present on the Premises. Any member of the Contractor's workforce engaged in an unsafe practice, using unsafe equipment, or engaged in any other practice in breach of Health & Safety at Work Act 1974, or the Trust's Policies or Contractor's Health & Safety Policy, will immediately cease such practice when instructed to do so by the Trust or his appointed representations, but this Clause does not impose any obligations upon the Trust in this respect.

If the Contractor is of the opinion that any of the Lifts is or is likely shortly to be in a dangerous condition, then they shall immobilise the unit temporarily and/or take such other temporary measures that are in the circumstances necessary and safe, provided that at that time they notify the Trust's representative by telephone immediately, then by facsimile within two hours. Full details and reasons for the action that they have either taken or is recommending being taken must be given in the first instance by telephoning the Trust's representative.

The Contractor shall secure compliance by his workmen, sub-contractors, agents, and servants, with the Health & Safety at Work Act 1974, including any amendment, all regulations and orders made and any subsequent legislation.

The Contractor shall comply with all safety requirements and procedures, which apply to the location at which service is to be provided or those that may be required of the Contractor by the Trust's Representative. It is the responsibility of the Contractor to familiarise themselves with such requirements and procedures and ensure that all their employees comply with them.

The Contractor shall comply with any Health & Safety and Environmental standards and guidelines detailed by the Trust and detailed in the Contractors own Health & Safety policy. The Contractor shall be registered as a member of the 'Safe Contractor' scheme.

Welfare Facilities

The Contractors personnel will be permitted to use the Trust's on site restaurant facilities subject to strict adherence with any specific conditions laid down by the Trust. This facility can be withdrawn at any time without notice or reason. The Trust's decision in this matter will be final. Contractors are required to wear clean, acceptable work attire in these areas as they are frequented by the general public and any dirty or contaminated work wear is not permitted in these facilities.

The maintaining engineer(s) will be entitled to use only those toilets and washing facilities as advised by the Trust.

Breakdown Performance

'Breakdown' in respect of any Lift shall mean any failure resulting in any loss of use of the Lift by the Trust or its stakeholders, unless misuse, abuse, or regular planned maintenance causes this.

The Contractor shall maintain each installation as to limit the number of Breakdowns due to failure of any type to a maximum of five per Lift per annum during the first two years of contract, reducing to three per Lift per annum, for the remaining years.

In addition, the maximum level of downtime per Lift, per annum breakdown shall not exceed eight hours per failure during the Term. For the purposes of this Clause 'Downtime' means, in respect of each Breakdown, the length of time elapsed from the time at which the Breakdown is reported to the Contractor until the cause of such Breakdown is remedied by the Contractor and the Lift is back in normal service.

Should the number of Breakdowns on any one unit in any one Contract Year exceed twice the maximum level set out above then, without prejudice to any other right or remedy of the Trust whether under this Contract or at law, the Trust reserves the right to terminate the contract for that site or several sites in accordance with the terms and conditions.

Any cancellation effected in connection with excessive breakdowns will not affect the discount levels agreed at the contract commencement.

Notwithstanding the foregoing, but without prejudice to any other right or remedy of the Trust whether under this Contract or at law, no Service Credits shall accrue to Trust for any failure to achieve the service levels described above during the first three months after the Effective Date.

PLEASE NOTE: Comprehensive is fully inclusive of all breakdowns occurring and attended 24 hours per day 7 days per week.

Audits and Inspections

Regular inspections and auditing of all units for quality of maintenance and safety standards by the Contractor's supervisor must be carried out. During such visits, the Contractor's designated Manager who shall sign the Lift logbook in the machine room space to indicate that the visit has taken place.

The Contractor's designated Manager shall also provide details of all visits undertaken during the previous month to the Key Account Manager so that this can be highlighted to the Trust at the regular meetings.

On an annual basis during the third quarter of each contract year, the Contractor shall submit an audit report for each building to the Trust covering the following on a per Lift basis:

1. Risk Assessment of each installation (EN13015)
2. Details of any repairs covered by the Contract but not yet completed and a program listing the completion date
3. Details of the door retaining system – see final paragraph of this page
4. Suggested improvements to provide improved reliability and/or performance.

Items (2) and (4) are to include indicative costs.

At commencement of the contract and thereafter on an annual basis, the Contractor shall provide and maintain in each machine room, machinery area or at an agreed location with the Trust: -

1. A 12-month annual planner detailing each proposed maintenance visit and type of visit, plus any major repairs of eight hours or more.
2. A site log card clearly identifying each event and its relevant report. This document shall identify each unit with the number given in Schedule 8.
3. The approved Annual planned maintenance and major repair schedule as applicable to each unit.
4. Copies of all site visit reports separated into Maintenance visits, call outs and repair reports. At each maintenance visit a checklist of the servicing work completed shall be issued and signed off by the Contractor's Engineer.
5. On a monthly basis, the Contractor shall submit a list of Lifts, which have failed to meet the breakdown performance standards. The list shall be cumulative showing each calendar month and the total for the portion of the year.

At minimum intervals of 12 months the Contractor shall inspect the door retaining system in full compliance with the Health & Safety Executive Operational Circular OC 232/29 requirements. A check shall be made to ascertain the amount of wear, damage to channels, grooves or door guide shoes that might affect safe door operation. A written report shall be provided stating the condition of the door guide shoes and fixings, whether the amount of deflection is considered to be acceptable and whether the door operation is being adversely affected by debris, damage or wear to the door guide shoes or the security of their fixings. This report shall be submitted to the Trust's representative.

Reliability

The Contractor shall plan and carry out usage based preventive maintenance on the Equipment Maintenance Schedules of each Lift to ensure that the Lift is maintained in a reliable and safe condition. The Contractor shall attend site in accordance with the schedules offered in his tender, which will form part of this Contract.

As part of his tender submission, the contractor shall include the schedule of planned maintenance, which will ensure that all components receive adequate maintenance to prevent breakdowns. The Contractor shall be fully responsible for maintaining the equipment in full working order with the minimum of downtime and if it is considered that additional site visits are required to carry out extra maintenance, shall submit a revised schedule and will carry out the works at no additional cost to the contract sum. The Contractor shall be responsible for all repairs and reinstatement from breakdowns due to mechanical/electrical failure, incorrect adjustment, or poor maintenance; together with an option to include breakdowns due to misuse/abuse of the equipment subject to the limitations listed.

Fault-finding

The Contractor shall make concerted attempts to locate any ongoing, intermittent or latent faults in the Lifts. Multiple log card entries or service visit records showing 'lost fault while testing'; 'working on arrival'; 'out of order' or similar descriptions of failure conditions shall not be acceptable and shall require the attendance of an adjuster, tester or similarly qualified technician grade personnel to determine the root cause of the problem. All call outs where the lift shall be found to be running on arrival shall be included in the Comprehensive cost of this contract

Working Hours & Attendance Performance

The 'working hours' shall mean the time the engineer is allocated to complete the work operation; it shall NOT include travelling, booking in, setting up or reinstatement. No agreement will be given to engineers leaving the Premises during his service visit to attend calls unless specifically agreed by the Trust's Representative.

Once the Contract has been awarded, but prior to the Effective Date, the Contractor shall submit for approval a schedule of planned dates when each visit for each Lift will be carried out during the Term (the 'Maintenance Visits'). The Trust reserves the right to re-schedule the visits. On approval of the plan, two sets shall be issued within 28 days.

In the event of a missed maintenance visit, the Trust reserves the right to cancel the Contract in part or total or where continual problems occur. The Trust's decision in this matter will be final. Any cancellation in connection with this matter will not affect the discount levels at the start of the Contract based on the contracted number of Lifts.

Maintenance shall be carried out at times on Monday to Friday to be agreed with the Trust's Representative, unless otherwise agreed with the Trust and specified on the individual Premises. Outside these specified maintenance visit periods, the Lifts must be returned to service and be available for normal operating use. Any failure to return the Lift to normal working service on completion of a Maintenance Visit shall be deemed to be a Breakdown for the purposes of this Contract.

Security and Site Regulations

On each visit, the Contractor shall observe all security Health & Safety or any other agreed arrangements in the Premises, including being aware of fire regulations and emergency/fire exits.

The contractor will be required to sign into site using the Sky visitor site visit control system and adhere to all control measures. This will be controlled via the site designated Trust representative.

In Supervised Properties, the Contractor shall report to the Trust's Representative and complete an entry into the Visitor/Contractor sign in record book. Signatures shall be required for any keys allocated for access to plant rooms. On completion of this work, all keys must be returned.

When a lift is unavailable for service due to maintenance or repair, the Contractor shall affix a clearly defined notice adjacent to each landing entrance of the unit. The notice shall be to the approval of the Trust. The notices shall be displayed prior to taking the Lift out of service.

No Lift is to remain out of service for more than one operating day (max. eight hours) without prior notification to the Trust's Representative.

Barriers

The contractor shall provide a landing barrier designed to comply with current British and European regulation and legislation. The barrier should be a minimum of 1m high and have sufficient panels to fully protect the clear lift opening. This should be fixed by means of telescopic poles to prevent entry. Barrier or barriers are to be placed into position during maintenance visits.

On completion of the works, the Contractor shall remove the notice and ensure the area is wiped clean of any marks.

Communications

The Contractor's engineers shall be equipped with a minimum of mobile phone to ensure a prompt and responsive service. The Contractor shall state his preferred methods at the time of Tendering and these may only be changed by agreement with the Trust.

Arrangements for accepting incoming calls at the Contractor's premises must be based on a minimum of two telephone lines, 24 hours a day, 365 days per year, using a 'free phone' telephone number.

Dilapidation

For the avoidance of doubt the Contractor **shall include** for all dilapidations discovered before or after the start of the Contract. Site visits will be available for all bidders at the agreed dates set out in the tender and where possible the lifts will be taken out of action for a closer inspection.

Three months before the date for completion of the Term or, if terminated earlier - as soon as possible following termination of the Contract, the Trust and/or his Authorised Representative, will carry out an audit survey on the maintenance standard of the Lifts.

The results of this inspection will be measured against a pre-agreed benchmark installation and any shortfalls will be identified to the Contractor.

The Contractor will have the opportunity to be present during the examination, following which a program of work is to be issued detailing the downtime involved to complete the rectification of items identified. These works must be carried out before the date for completion of the Term, or, where this Contract is terminated earlier, within three months of the date of such termination.

Failure to do so will evoke an automatic three-month extension of the servicing arrangement at no cost to the Trust.

Following completion of the works, written confirmation is to be issued and signed by the Contractor's responsible Director stating that final quality check has been completed, plus the date of examination.

Performance Criteria & Performance Maintenance

Equipment performance shall be brought up to its design parameters.

The Contractor shall obtain and keep on site in a binder a copy of the original installation test certificate to establish the performance criteria applicable for each Lift.

Where this is not available, the following shall be established and documented in the binder.

1. Levelling accuracy running into each floor from both directions irrespective of car
2. Load
3. Minimum standards

Hydraulic: +/- 10mm

Single speed AC: +/-25mm

Two speed AC: +/- 15mm

All other drives: +/- 5mm

1. Door static closing force in Newtons, must not exceed the maximum permitted in BS EN81-20
2. Door Kinetic Energy in Joules, must not exceed the maximum permitted in BS EN81-20
3. Door opening time (fully closed to fully open) in 5 seconds
4. Door closing time (fully open to fully closed) in 6 seconds
5. Door dwell time 7 seconds
6. Door 'nudging' time Not required Nudging must be disabled on all lifts
7. Acceleration, Deceleration $>0,5$ & $< 1.2\text{m/sec}^2$
8. Jerk rates $< 1.2 \text{ m/sec}^3$
9. Rate speed in each direction (must be within +/- 5% of design speed)
10. Landing Call distribution (on groups of lifts) dispatching shall be adjusted so that each lift in the group is allocated +/- 10% of the mean number of trips for the group.

Where the original criteria may have been altered the Contractor shall adjust to achieve the design requirements.

These criteria shall be checked and, if necessary, adjusted at each Maintenance Visit.

For groups of Lifts, the criteria of each Lift shall be identical to the tolerances laid down above.

During the Term, the Contractor shall ensure that the Lifts perform in accordance with the applicable performance criteria defined above.

These records shall be the Trust's property and must be provided to the Trust at the end of the contract.

Spare Parts

The Contractor guarantees and undertakes that suitable spare parts shall be available throughout the duration of the Contract within a specified period, to ensure that the maximum Downtime is not exceeded.

Any spare parts recovered from existing Lifts, which are to be reconditioned within the Property, shall remain in stock, for use within the Lifts and shall not be used to carry out repairs on other Trust sites.

There will be limited storage space available on each of the Premises.

Voice Communication

Where Lifts are fitted with voice communication equipment to contact the Hospital switchboard, the monitoring, maintenance, repair and checking of this equipment shall be included within this Contract by the Contractor.

Benchmarking Standards

An identified Lift or number of Lifts which shall be agreed between the Contractor and Trust or his representative, will be used as the qualitative standard of excellence, including without prejudice, the performance requirements, general cleaning, record keeping, housekeeping and necessary investment set out above.

Asbestos Awareness

All Contractors, shall be given access to the Asbestos Register for the building. Contractors are to defer to the invite letter for specific instructions relating to the latest and relevant asbestos registers and site protocols. Generally asbestos is managed in accordance with asbestos approved code of practice ACoP8 Revised (Management of Exposure to Asbestos in Workplace buildings and Structures). The Contractor shall ensure that all its employees, agents and subcontractors are adequately trained and have sufficient information available in connection with the identification and treatment of asbestos. The contractor shall notify the Client immediately on any of the contractor's employees, agents or Subcontractors finding asbestos at any of the premises and shall ensure that they comply at all times with the requirements of the Control of Asbestos at Work Regulations.

Motor or Generator Rewinds, VVVF Drive Repairs/Replacements

It is recognised that due to failure of this nature, prolonged downtime may occur. To expedite these repairs and return the lift to full working order, Motor or generator rewinds/ replacement, rebuilding of armatures and gearbox or Drive repairs are to be carried out using the contractors chosen specialist or 3rd parties 24-hour emergency facility. All costs should be included in the subcontract sum for the

annual maintenance. It is also required that any setting up by a senior technician is to be included for within the hours of 08:00 17:00, seven days a week.

Prolonged downtime is to be kept to a minimum as this portfolio is operational 24 hour a day.

Where a risk is identified of voltages above 50v AC or DC, then a notice should be displayed on the components affected. This will include locks, door operator equipment, car gate switches and hoist-way limits. These are to be identified during the FIRST SERVICE VISIT and actioned as described.

All works should be carried out in accordance with The Electricity Regulations & the relevant HTMs.

Indicative frequency of equipment maintenance

The following outlines the indicative frequency of maintenance visits. The Contractor shall complete the accompanying pricing schedule which sets out the requirement for each lift.

Abbreviations are as follows:

Indicative Frequency = IF

Hours = H

Monthly (calendar) = M

Quarterly = Q

All times indicated are on a per lift/per visit basis and do not include travelling time to and from the site or the time required for repair or replacement of any component parts and refer to time engaged in applied maintenance only. All reference to doors shall be read as gates for goods lifts or manually operated service lifts.

Key Performance Indicators

1. The Contractor shall credit the Trust for missed or irregular service visits and excessive breakdowns as highlighted within this Specification.
2. Immediate actions reported following a LOLER examination.

Service Credits

Non-compliance or shortfall against (2) will incur a 5% service credit of the per unit maintenance price per incident.

Documentation Management

The contractor shall supply by means of a procedural document to identify how documentation is to be managed by their employees and their company, this will include as a minimum:

- Log card management
- Service report management and administration, stating how this information will be delivered to the Trust

- Defect notification and delivery of information to the Trust to ensure defects are clearly highlighted and brought to the attention of the Trust delegated manager of lifts
- Records of remedial work, how managed and how presented
- Upon receipt of insurance defects notified by the Trust, how these are managed, how are these rectified and signed off with awareness to the Trust for record keeping

The list above is not exhaustive and is to be supplemented with other required documentation e.g., schedule of site visits, employee CV's, schedule of inspections etc.

Chargeable Callouts

Under circumstances where travelling time to attend calls is required, this is not to exceed one hour travelling to site and one hour travelling away from site. Mileage charges will not be accepted. All chargeable callouts will be reviewed at the Contract review meetings and objective evidence shall be provided to substantiate the charge.

KPIs

	KPIs	Target Objective
1	Trust requests – reply	24 hrs/Email
2	Programmed Works Confirmation to start (Trust approved)	7 days
3	Annual Planner with 12 months major Repairs issued for 1st January	4 weeks
4	Contractors Audit Schedule Planner	4 weeks
5	Completion and issue of schedule	24 hrs
6	Confirmation of work completed	Refer item 4 above
7	Failure rate analysis	2 days
8	Exception reports/repeat calls analysis	24 hours
9	Incident/Accident – attendance	Same day
10	Incident/Accident – report	24 hrs/ Email

Premise

A benchmarking audit, the scope of which is to be agreed between the parties, shall be carried out by the Contractor on each Lift. A separate audit by the Trust or the Trust's representative will be carried out annually as required by HTM08-02.

Where Lifts are identified as being below the required standard, the Contractor shall within 10 working days of such audit or receipt of External audit/action Plan, issue a program of works to immediately improve the standard.

Premise Works

	Premise Works	Target Objective
1	Attendance to calls penalty is a 5% of Annual premium by number missed	As specification
2	Back-up service – follow up to calls with Trust	Within 23 hrs
3	Premise Works – Planned	Maintain program as specification
4	Excess' failure of planned/unplanned repairs 5% of Annual premium by excess number of breakdowns	As specification
5	Missed visits not re-planned, penalty is a 5% of Annual premium by number missed	No missed or irregular visits, penalty as stated

Minimum Planned maintenance schedule	Frequency
All Passenger lifts, car park lifts etc Theatre Service Lifts	M
Housing schemes, low rise buildings	M
Platform Lifts	Q
Stair-lifts	Q

Equipment Usage

The Contractor is required to annually evaluate the equipment usage relative to the number of hours allocated to each unit per annum and report findings to the Trust.

The following conditions must be included and stated: Lifts (Maintenance)

	Number of visits	Minimum per annum
1	Passenger Lifts 4 x floors & above	12
2	Passenger Lifts – low rise	12
3	Lifting Platforms	4

Stated below are the recommended Minimum working hours required. These hours are for the servicing 'downtime' per Lift. All setting-up, booking in and travelling times etc. shall not be included in these times. Also, when carrying out the planned works, the engineer will only be allowed to interrupt the programmed operation for attendance to an entrapment, and then only with the approval of the Service Manager or an approved Representative at site. Any tea or lunch breaks are to be scheduled outside of the service operation.

A missed service visit will accrue 5% penalty of the per unit maintenance price.

	Number of visits	Minimum per visit
1	Passenger Lifts 4 stops & above	1 hour 15 mins
2	Passenger Lifts – low rise 2-3 stops	1 hour

3	Dock Levellers or Lifting Platforms	45 mins
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Maintenance Planning – General

The Contractor shall issue an annual maintenance planner detailing the types of visit scheduled during the year which shall also incorporate the hours to be expended at each visit in accordance with the Clauses above.

Following completion of each service the Contractor’s engineer will provide a duly checked off, signed and dated form outlining the works completed and time expended, which shall correspond to the above. No changes in the scheduled visit will be acceptable unless previously agreed and confirmed in writing or by Email. Failure to comply will involve a penalty cost.

The works to be undertaken on each service visit shall be in accordance with the manufacturer’s instructions and / or, shall be planned to meet the five principal requirements previously detailed in the Contract Overview section of this document.

Lift Car & Lift Shaft Lighting – Life Expectancy Minimum 6000 Hours

Where tungsten filament or fluorescent lamps are fitted within the car interior, car interior (feature lighting), signal & operating fixtures, these are to be replaced within 24 hours of notification.

The Contractor is to replace any maintenance lighting within the machine rooms and lift shaft. Any light fittings are to satisfy the Trust’s technical requirements.

Repair

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

Parking

Parking and all associated costs remain the responsibility of the contractor. Contractors can apply for a parking permit at a cost of £1.50 per day (only chargeable when they attend site) this covers both sites and lasts 24hrs from point of entry to site.

Implementation

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, induction and registration to Sky Visitor. There will be no cost to the contractor for registering with Sky Visitor. This is the system used for booking contractors on site, this will be alongside the site induction.

Reporting/Service Sheets

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 immediately highlighted.

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.

All service sheets and repair sheets shall be provided in an electronic format within 72-hours of completion to the following email addresses:

- hyp-tr.hri.estates@nhs.net for Hull Royal Infirmary
- hyp-tr.estates.chh@nhs.net for Castle Hill Hospital.

Additional Works

Where additional works are required outside the scope of the contract, they shall be subject to separate instruction. The costs for any additional works shall be derived in accordance with the accompanying pricing schedule – ad-hoc section. Where the additional works do not have a direct effect on the mechanical and electrical operation of the lifts, the client reserves the right to employ other specialist Contractors to implement such works. The contractor is to include a sum as part of this agreement for the 3rd party inspections, Electrical and BMS checks as and when required. There will be no additional cost for this service.

Invoicing and Payment Terms

The Client will raise an upfront order for the full contract duration and require invoicing monthly in arrears.

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 repairs up to the value of £500 (plus VAT) can be undertaken after verbal agreement from Estates and a purchase order number will be provided. Repairs over the value of £500 (plus VAT) require a quotation with a full cost breakdown, no work should be undertaken before a separate purchase order is received.

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

All invoices must be paid within 30 days of receipt and not incur interest.

All invoices to be addressed to the following, and sent via email:

Hull University Teaching Hospitals Trust,
PO BOX 17390,
Birmingham,
B9 9NG

Central Support Services Mail Address: elfs.356hey@cloud-trade.net

Assets

Please see accompanying Pricing Schedule for details of lifts in this contract.

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:

<https://www.procurementservices.co.uk/media/wgulme0s/nhs-maint-aug-2022-schedule5.pdf>