

Technical Specification

For the Provision of Maintenance Services Issued by

North Cumbria Integrated Care NHS Foundation Trust

Tender Reference Number: LGM 38394

Maintenance Contract

Fridges, Freezers and Air Conditioning Units

Table of Contents

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

Introduction

This document provides full details of the Client's requirements for the provision of maintenance of Fridges, Freezers and Air Conditioning units.

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.

Contract overview

North Cumbria Integrated Care NHS Foundation Trust "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 / Maintenance visits, frequency and detailed requirements set out below
- Reactive call outs in accordance with requirements set out below
- Telephone advice

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

The contract will be awarded as a single Lot. See the Information Document for further details.

Contract period

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

Location and sites

West Cumberland Hospital, Homewood Road, Hensingham, Whitehaven, CA28 8JG

Working hours

Normal working hours are 08:00 and 16:00 Monday to Friday. However, the Trust expects the winning contractor to provide a 24/7/365 reactive service for reactive and emergency callouts when required.

Contract Requirements and Level of Cover

The Client requires a pre-planned maintenance contract to include labour costs and mileage charges for all emergency call outs. Parts or materials are charged as additional costs to the Client.

The following needs to be undertaken:

Two to four visits per annum for the planned preventative maintenance of fridges, freezers and air conditioning units as stipulated in this Technical Specification and attached pricing schedule.

All service visits must be carried out in accordance with the manufacturer's recommendation.

Scheduled service visits

Service of all the equipment to include but not limited to:

Refrigeration

- 2 X planned service visits (July and January)
- F-gas checks twice a year
- Labour
- Labour costs
- Mileage charges

Air Conditioning Units

- 2 X planned visits (July and January)
- 4 X planned service visits for 6 X Pantry ACUs (April, July, October and January)
 - Degrease, clean and service
- F-gas checks twice a year
- Labour
- Labour costs
- Mileage charges

Reactive call outs

The Client requires access to a 24-hour, 365(6)-day call-out facility with an engineer on-site within three hours of reporting the call where the in-house staff are not able to rectify the fault and on any critical areas/equipment

Reactive call outs and labour costs are to be included in the fixed contract cost but excluding parts or materials.

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.

Reporting a fault

The contractor should, where possible, fix any faults identified whilst the engineer is on site. If the engineer requires additional tools or equipment, a quotation should be issued and approved by the named Client representative.

Spare Parts

All spare parts and consumables must be supplied by the contractor and will be charged for in addition to the fixed contract cost.

All replacement consumables and spare parts must be supplied and fitted in accordance with the OEM specifications.

Contractor Responsibilities

While on site the Contractor and its staff must comply with the requirements of the Health and Safety at Work Act 1974 and other relevant legislation, including regulations and codes of practice issued and with the Clients own policies and procedures.

All new Contractors attending site for the first time must attend, read and accept a Maintenance Site Induction.

All Contractors must report to Estates Office and sign in before commencing work during normal working hours. For out of hours call outs, the Contractor should report to Security Office.

It is imperative 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 acceptable to the Client. This must always be displayed whilst 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 necessary to carry out the work safely and as detailed in the Control of Contractors documents.

Documents

The winning Contractor will be required to provide copies of Risk Assessments and Method Statements before starting any works.

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 three-year contract term at the start of the contract.

Invoicing for planned maintenance visits is to be invoiced after the six-monthly service visits have taken place. Any ad-hoc works is to be invoiced after the works have taken place.

To ensure smooth payment of presented invoices, please ensure that 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.

Any authorised repairs, as a result of the servicing work, should be clearly marked as separate line items on the invoice.

Reporting

A detailed report outlining all equipment that has been maintained must be completed after every service. Details must include any replacements, 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 Client representative 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 named Client representative. If there are any issues, please contact the Estates Department.

Assets

Please refer to the accompanying Pricing Schedule for full details of the equipment included in this tender.

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](#)