

Technical Specification

For the Provision of Maintenance Services Issued by –

North Cumbria Integrated Care NHS Foundation Trust

Tender Reference Number: LGM38158

Maintenance contract:

Inspection, maintenance, and reactive repairs for

Emergency/Standby Generator Sets and UPS

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Introduction

This document provides full details of the Client's requirements for the provision of maintenance and repair of the backup generators and UPS.

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

The purpose of this contract is to ensure the Client's standby generators and UPS are kept in safe and reliable working order to ensure optimum efficiency and minimum downtime.

The client requires at least one named designated service engineer to cover all sites and be familiar with the sites/equipment following the initial visits, for the duration of the three-year contract term. The sites included in this contract are spread out over a wide geographical area in Cumbria and engineer(s) must be familiar with the sites and be confident with access arrangements for each visit to avoid client downtime to support new engineers at each visit.

There are several aspects to the service required;

- a) **Routine service/inspection visits** – two visits per year per generator is required, as a minimum, and forms the basis of the fixed contract price.
 - 1 major service
 - 1 minor service
 - 4-hour load bank test for all generators to HTM 06-01 Standards
 - 6 monthly service visits for UPS
 - Annual fuel/oil/coolant samples
- b) **Specific service procedures** which are not included in the routine visits but are specified by the manufacturer (and/or HTM 06-01 and SFG20) to be undertaken at specific intervals or after a set cumulative run-time of the generator.
- c) Reactive repairs.
- d) On occasion the Client requires the option to add intermediate **service/inspections** between annual service/inspections. Additional service/inspection visits will be chargeable at agreed rates.

The Contractor's duties will be divided between those which are to be provided in the fixed price, and additional ad-hoc work for which will incur an additional charge. Ad-hoc work is not guaranteed business and must be agreed with the Client before any additional work is carried out.

Maintenance programmes must include a longer test run to establish the generator engine's mechanical performance. A test to prove the generator engine's condition up to 110% full load should be carried out annually. The period of the test must last four hours.

25-meter cables will be required for all generators.

Service visits must be booked with the Estates Team for all maintenance visits prior to attending any site.

Lots

This contract will be awarded in a single lot.

Contract period

The contract will be for three years, commencing on 01/06/2025.

Location and sites

A detailed Asset List for each site can be found in the accompanying Pricing Schedule.

- Ruth Lancaster James Hospital, Alston, CA9 3QX
- Brampton Hospital, Tree Road, Brampton, CA8 1TQ
- Cancer Centre, Cumberland Infirmary, Carlisle, CA2 7HY
- Carleton Clinic, Cumwhinton Drive, Carlisle, CA1 3SX (**DATA CENTRE ONLY**)
- Dental Education Centre, Newtown Road, Carlisle, CA2 7HY
- Mary Hewetson Cottage Hospital, Crossthwaite Road, Keswick, CA12 5PH
- Maglona, 68 Kingstown Broadway, Carlisle, CA3 0HA
- Oral Surgical Centre, Cumberland Infirmary, Carlisle, CA2 7HY
- Penrith Hospital, Bridge Lane, Penrith, CA11 8HX
- Penrith Data Centre, Bridge Lane, Penrith, CA11 8HX
- Reiver House, Cumberland Infirmary, Carlisle, CA2 7HY
- Victoria Cottage Hospital, Ewanrigg Road, Maryport, CA15 8EJ
- Wigton Hospital, Cross Lane, Wigton, CA7 9DD
- Hilltop Heights LRCC, London Road, Carlisle CA1 2NS

Assets may be added or removed throughout the duration of the contract.

Working hours

Estates Helpdesk operates Monday to Friday 08:30 to 17:00

Out of hours/Bank Holidays/Weekends – On Call Estates Manager will contact the generator service provider.

Contract Requirements and Level of Cover

The Contractor will be required to provide the service in accordance with the original equipment manufacturer’s recommendations (and/or HTM 06-01 and SFG20) and the requirements set out in this Technical Specification.

The following table shows the areas of work in the contract, and indicates whether they are included in the fixed price:

| Service | Included in Fixed Price |
|---|-------------------------|
| Two annual service/inspection visits including any equipment required to undertake these (e.g., test kits) | Yes |
| Spare parts and consumables required for scheduled inspection/service visit tasks, to be fitted during the service visits | Yes |
| Fuel Filter replacements to be fitted during service visits and included in the contract costs | Yes |
| Intermediate Service/inspection visits | No |
| Specific service tasks not covered by annual or interim service/inspection visits | No |
| Reactive repairs | No |
| Spare parts and consumables required to carry out repairs | No |

Routine service/inspection visits

The Contractor is required to carry out routine inspections of the generator sets when the earliest of the following events occurs:

- Six months has passed since the last routine service/inspection visit occurred
- The maximum period recommended by the manufacturer (or by HTM 06-01 and or SFG20) between service/inspection visits has lapsed
- The maximum run-time recommended by the manufacturer (or by HTM 06-01 and or SFG20) between service/inspection visits has been exceeded

The tasks undertaken at routine service/inspection visits must be as recommended by the relevant manufacturer for each machine and those included in HTM 06-01 and or SFG20, and where appropriate must include Minimum Tasks/Inspections (as detailed in Schedule 1, below). The Contractor should provide the Client with a checklist of tasks they will perform for each make/model of generator in the asset list.

Routine service/inspection visits must be carried out during office hours only. This must be agreed with Client staff in advance so the Engineers can be present to offer support should there be a power failure while one of the generators is off-line for service/inspection. Additional costs for out of hours working for routine service/inspection visits will not be passed to the Client. These costs must be reflected in the accompanying pricing schedule.

The programme of service/inspections must be agreed with Client staff prior to service commencement.

Service/inspection visits are to be completed within the calendar month they are due, unless otherwise agreed in advance.

The Contractor must work to a 30-minute (maximum) reinstatement period during routine maintenance.

The Contractor will provide written service/inspection reports for each generator to the relevant Client Lead Contract Administrator and where required, upload copies to their service management system (see section below - "inspection/service reporting and web-based service management system(s)").

The precise list of service/inspection tasks will vary with different machines. In every case the tasks/checks must as a minimum include: -

- those recommended by the relevant manufacturer
- those specified in HTM 06-01 and or SFG20, or any successor document

There will be substantial overlap between each of these requirements and not all tasks/checks will be relevant to every machine. The Contractor must provide the Client with the resulting checklist of tasks they will perform for each make/model of generator within the asset list, in order to comply with the requirements above.

The Contractor shall make available to the Client on request calibration certificates for all test equipment used which requires calibration.

Specific Service Procedures

Where the need for the specific service task becomes apparent during a service/inspection visit by the Contractor, or during a repair callout, the Contractor should notify the Client and ask for instruction. Where instructed to do so, the Contractor will endeavour to undertake the specific service task during that visit, to avoid a further callout charge to the Client.

The Contractor will be paid for specific service tasks at tendered rates. This will include a charge for attendance, where the Contractor is not already on site. Where work is required for which no rate was given at tender, then the Contractor will be required to provide a quotation for the service task, this quotation should be in-line with tendered rates in respect of labour, materials, and any mark ups. If specific service tasks are not urgent and have not been instructed whilst the Contractor is on-site, then the Contractor is required to group tasks in a single visit to minimise costs to the Client. Where several specific service tasks are grouped together, only one attendance charge may be invoiced per 24-hour period. In the event any one job exceeds a 24-hour period only one callout rate will apply.

The Contractor is required to liaise with Client staff regarding the need for and timing of service tasks outside the scope of the routine service/inspection visits. These must be specified by the manufacturer (or HTM 06-01 and SFG20 as required after a specified time), after specified run-time of the machine, or following results from testing carried out either at Service/Inspection visits or when carrying out responsive repairs.

Client staff will monitor run-time on the generators and notify the Contractor at least two weeks in advance that a specific service procedure is anticipated. They will also undertake weekly and monthly checks and notify the Contractor if they think a specific service procedure is required, or a routine service/inspection visit should be brought forward.

These specific service procedures may include:

- Oil changes
- Coolant changes
- Renewing fuel filters
- Renewing oil filters
- Renewing air filters
- Renewal of hoses
- Renewal of drive belts
- Replacement of batteries
- Check /confirm operation of crank case heaters
- Complete on site logbook

The Client will confirm the service tasks required and an agreed time for this to happen. The Contractor should work with the Client to minimise costs, which may involve bringing events forward (or delaying them to a limited extent) to minimise the number of individual visits the Contractor needs to make.

The Contractor is required to carry out all servicing tasks recommended by the manufacturer of the equipment, at the intervals they recommend – whether by months elapsed, or by hours run by the generator. The Contractor's engineers will be expected to provide a clear, legible report following completion of specific service procedures, including a list of tasks undertaken for each item serviced. This service report should be left with a lead engineer and should also be uploaded to their service management system where applicable.

Reactive Repairs and Blackouts

The Contractor is responsible for providing a call-out repair service with a **four-hour** response time, apart from the variations below.

1. In the event of a blackout or generator failure, the Contractor must attend site **within two hours** of the fault being reported. Typically, this would be one-hour, but due to geographical area of Cumbria two hours is acceptable. The Contractor will carry the necessary spare parts for each machine to enable them to repair most breakdowns on the first visit.
2. For parts which fail less frequently, the Contractor should hold spares centrally, or be able to access them quickly through arrangements with wholesalers or other means. The Contractor

will invoice for attendance and labour based on agreed rates. If a job takes more than one-day to complete, the Client will only accept one call-out charge.

3. The contractor is required to provide mileage charges for call outs in the accompanying pricing schedule if they are chargeable.
4. If the Contractor needs to sub-contract repairs requested on a four-hour response time, blackout, or any other element of the service, the sub-contract arrangements must be agreed with the Client before sub-contractors are deployed.
5. Where faults are discovered during routine visits or in the course of a repair to another problem, the Contractor will make every reasonable effort to repair or replace parts on the same visit. Where a return to site is unavoidable, and the repair is not critical (e.g., coolant hoses showing signs of deterioration, starter batteries getting close to minimum acceptable performance. etc), the Contractor should try to group repairs together and plan to complete these in a single visit. In all cases, representatives of the site concerned should be consulted on the grouping of repairs. The fault must be reported to the Client as soon as possible. Verbal or handwritten reports delivered on site should be followed up with email reports as soon as practicable. This must also include all quotes for additional work and the corresponding report.
6. All additional costs must be added to the accompanying pricing schedule so all bids can be evaluated on a like-for-like basis.

Spare Parts and Consumables

Small quantities of consumables, (oil, coolant, distilled water, battery acid, grease, etc) which are required during Routine Service/Inspection visits to top up or to lubricate should be provided in the contract price.

All parts and consumables not included in the contract cost will be chargeable in-line with the parts mark-up quoted and detailed in the accompanying pricing schedule.

In a situation where you would recommend non-OEM parts, you must contact the Client to agree this in advance.

Inspection/Service Reporting and Web-based Service Management System

The Client requires the Contractor to log service visits directly with them, or on web-based service management systems where they are used.

The Client reference must be listed on all documentation, as detailed in the pricing schedule for each asset.

Site Induction

On award of the contract, the Contractors' staff who will be attending site must go through an Estates maintenance site induction before beginning any works.

Specific risk assessments and method statements will be required from the Contractor on award of the contract and before any works can begin. These will be held on file. Contractor's staff training records must be supplied to the Client before works can begin. This must also include any appointment of a new engineer employed during the contract term.

Attending Site and Implementation

The Contractor is required to agree a schedule of service/inspection dates with the Client prior to the service commencement date.

The Contractor is required to provide full details of the designated named service engineers who will carry out the service of equipment across the Cumbria wide sites.

The Contractor must notify the Client of the intended dates and times for routine service visits. The Contractor will follow the local arrangements when turning up on site.

All Contractor staff working on site must have a current DBS check which reveals nothing which would make them unsuitable for meeting patients, visitors or staff.

Invoicing

To ensure smooth payment of invoices, these must be presented as follows:

A purchase order for maintenance will be raised for the full amount up front in line with your bid. The Contractor will invoice the Client following each service/inspection visit, making sure to include the contract price, purchase order number and works carried out before payment of invoice will be agreed. Service documents must be received prior to payment of invoices.

In addition, the Client may raise an annual call-off order for additional ad-hoc/reactive repairs, this sum is subject to increase or decrease, and is not a guarantee of additional work.

The Contractor is required to provide a quotation to the Client, in line with tendered rates, for any additional specific service tasks or responsive repairs.

Following completion of agreed Specific Service Tasks or responsive repairs, this work can be invoiced against the annual call-off order. The invoice **must clearly state** the work outside of the fixed price duties and must be in line with the tendered rates.

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 in line with any advice or instructions issued by the Client.

General Requirements

Work must only be performed by competent persons.

The Contractor must comply with all statutes, regulations, codes of practice, etc., and follow prevailing industry best practice. The Contractor shall meet Health and Safety requirements and shall comply fully with the requirements of the hospital's Health and Safety.

All services parts and consumables supplied against this agreement shall comply with current legislation, British standards, and Department of Health policy guidelines.

Planned Review Meetings

Review meetings to discuss the delivery of the service are to take place annually (or as agreed) – the meeting dates to be agreed between the Client and the Contractor. The contractor will be responsible for providing a designated Account Manager or Service Team point of contact.

Equipment Schedule

Please see the accompanying pricing schedule in the document section.

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](#)

Schedule 1: Minimum Tasks/Inspections to be carried out

The precise list of service/inspection tasks will vary with different machines, but where appropriate should include the following as a minimum:

Engine:

- Carry out a complete electrical and mechanical functional check of the equipment.
- Correct any malfunction or deterioration in performance prior to the functional tests.
- Check engine mountings and security of mounting bolts.
- Check condition of lubricating oil and filters. Top up oil as necessary.
- Check fuel system (pipework, day and bulk tanks, fuel tank bunds, fuel tanks levels -as applicable) and condition of filters.
- Check operation of fuel solenoid.
- Lubricate fuel solenoid and fuel rack linkages (as applicable).
- Test specific gravity of coolant system to ensure correct concentration of anti-freeze. Adjust mixture as necessary.
- Check condition of air filters and replace where necessary (additional cost incurred, price to be added to pricing schedule)
- Check condition of batteries, terminals, and associated cables. Check output voltage, specific gravity and level of electrolyte and renew or top up as necessary.
- Check operation of starter motor and battery charging system (alternator, rectifier, etc), including charging alternator output voltage.
- Check condition of coolant hoses and replace as necessary.
- Apply grease or oil to all specified locations.
- Check tension and condition of all fan belts. Adjust or replace as necessary.
- Check operation of thermostat.
- Check operation of engine coolant heater where fitted.
- Check operation and security of turbo where fitted.
- Check condition and security of exhaust manifold, exhaust pipework and exhaust silencers.
- Check condition and operation of inlet and outlet attenuators and louvres (as applicable)
- Check condition and viscosity of sump oil.
- Replace fuel filters (additional cost incurred, price to be added to pricing schedule)
- Check /confirm operation of crank case heaters.

Alternator:

- Check security of engine to alternator coupling.

- Check alternator mountings and security of mounting bolts.
- Completely check alternator for any faulty or suspect components, EG. Diode, AVR etc.
- Check panel (wiring, meters, lamps, connections, fuses, circuit breakers, etc).
- Inspect the condition of the PCB's in control panel and resolve any issues (e.g., overheating components, loose connections) by repair or replacement.
- Test for any faulty relays or timers and replace as necessary.
- Check output voltage and frequency of alternator and carry out all other test functions recommended by the manufacturer.

Test Running:

- Test run on/off load as applicable. Record hours run.
- Record oil pressure, water temperature and sump temperature.
- Record power, voltage, frequency and current (as applicable).
- Record battery voltage with engine running.
- Check exhaust smoke.
- Annual resistive load bank test in accordance with manufactures instructions and safe practices.

General:

- Submit a report on the performance of the plant, listing parts replaced during the service and advising of any recommendations arising from the service.
- Remove all waste materials from site

Intermediate Service/Inspection:

The Intermediate service/inspection will involve all the tasks included in the annual service/inspection except for the following:

- Replace fuel filters
- Check condition and viscosity of sump oil