

Specification for:

**Planned and Responsive
Maintenance, Repairs And Periodic
Testing of Mobility Lift Equipment**

In Various Dwellings

For and on behalf of:

**Folkestone and Hythe District
Council
Civic Centre,
Castle Hill Ave,
Folkestone
CT20 2QY**

**Date: June
2022**

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**SECTION 1:
Introduction**

1. INTRODUCTION

1.1 CONTRACT OBJECTIVES

Folkestone & Hythe District Council wishes to put in place a fixed term contract for the Planned Maintenance, Responsive Repair and Periodic Testing of Their Mobility Lift Equipment to include both Domestic Stairlifts (46 no) and 'through floor' Lifts (2no). The equipment will be situated within individual dwellings (46 no) and common areas (2no), providing access between ground and first (and in one case second) floor level.

The schedule of dwellings and properties with such equipment is provided in Appendix A: however, it is anticipated that further properties will be added and subtracted throughout the contract term.

The objective of the contract arrangements is to have in place a customer focused contract which will fulfil Landlords obligations whilst at the same time providing value for money.

1.2 NEW CONTRACT ARRANGEMENTS

The information available relating to the equipment covered by the new contract arrangement is attached in Appendix A. Because the information is not complete, one of the objectives over the first year is to develop more detailed asset information, together with information on the condition and age of the existing equipment.

**SECTION 2:
Terms and Conditions**

2. TERMS AND CONDITIONS

2.1 DEFINITIONS

Where reference in the documents is made to the **Employer**, this shall mean **Folkestone & Hythe District Council**. The Contract for maintenance shall be between the Employer and the Contractor.

Where reference is made to **Contract Administrator**, this shall mean the Employer's appointed representative.

Where reference in the documents is made to the **Contractor** or **Tenderer**, it shall mean the Contractor who is employed by the Employer to carry out the maintenance works detailed within the Contract documents.

Where reference is made in the documents to **Maintenance** this shall mean the combination of all technical and associated administrative actions intended to maintain the various types of domestic lift equipment in a condition where it can perform its required function. This term shall encompass all forms of maintenance; call out attendance, repairs, and replacements as defined in the Contract.

Where reference is made in the documents to **Equipment** it shall mean domestic lifts, stairlifts, hoists and other types of similar equipment detailed within this document and other such equipment, which may be added to the contract at a future date.

Where reference is made in the documents to **Planned Maintenance**, it shall mean maintenance organised and carried out with forethought, control, and the use of records to a predetermined plan.

Where reference is made in the documents to **Preventative Maintenance** this shall mean maintenance carried out at predetermined intervals or corresponding to prescribed criteria and intended to reduce the probability of failure or performance degradation.

Where reference is made in the documents to **Emergency Maintenance** this shall mean maintenance which needs to be put in hand immediately to avoid inconvenience or other consequences.

2.2 CONTRACT DURATION

The initial contract term shall be 2 years with effect from the 1st September 2022.

Upon successful completion of the 2-year term a further 12 months may be initiated and upon successful completion of the 12 months extension a further 12 months extension to the contract may be implemented.

The maximum contract term shall be 4 years and assessments will be carried out at intermediate terms within the contract period to determine any extensions to the contract.

e.g. from September 1 2022 through until August 31 2024 inclusive then the extension from 1 September 2024 through until August 31 2025 then a further extension through until 31 August 2026.

Subject to a successful review and the ability to demonstrate a continuous improvement process, the contract will be extended beyond the initial 12 months period. Notification concerning the contract extension will be provided at the end of January 2025.

In the event of the contract not being extended beyond the milestone point identified above, a minimum 3 month notice period will be provided.

2.3 PAYMENT

The terms of payment for planned maintenance shall be following completion of the planned maintenance visits. The frequency of invoicing shall be quarterly. Upon receipt of an invoice, the Employer shall pay the Contractor within 30 days: this is subject to the invoice being both correct and free from anomalies.

Invoices shall cover all works completed in the previous quarter and a supporting Schedule of the property addresses shall be appended for:

- Supported Housing properties
- General Needs dwellings
- Sheltered Housing

Separate invoices shall be raised for repairs and call-outs and these shall be forwarded to the Contract Administrator when the works are complete together with a copy of the works order and worksheet with date of completion noted on the invoice.

Invoices shall be addressed as follows:

Folkestone and Hythe District Council
Civic Centre,
Castle Hill Ave,
Folkestone,
CT20 2QY

Invoices may be issued by email to invoices@folkestone-hythe.gov.uk or by post to the address above.

Value Added Tax shall be identified separately on invoices and added to the Contract price at the prevailing rate.

2.4 STATUTORY REQUIREMENTS

The Contractor shall comply with any statutes, statutory instruments or order or any regulation or byelaw applicable to the works. It shall be the responsibility of the Contractor to ensure that all of the Employer's obligations and statutory requirements are fulfilled or brought to the attention of the Contract Administrator as far as the Health and Safety at Work Etc. Act 1974 is concerned.

With regard to the Management of Health and Safety Work Regulations 1999, the Contractor shall include for risk assessments, to take into account the nature and type of risks, which are involved with the type of work, concerned.

It should be noted that the Employer hereby brings to the attention of the Contractor, potential hazards, which may be encountered:

- a) Work to be carried out in occupied properties where the presence of the following could give rise to hazards:
 - Children
 - Disabled people
 - Elderly people
 - Visitors to the property who are unaware that work is being carried out
 - Persons from ethnic minority groups who have little or no command of the English language.
 - Persons with contagious diseases.
- b) Other contractors may be working at the same property at the same time as the Contractor.

- c) The Contractor may encounter materials contained in substances, which could be harmful to health, i.e. asbestos, alumino silicone fibre, etc.
- d) Empty properties may have hazards resulting from vandalism or the public utilities being disconnected and no artificial light being available.

The Contractor's risk assessment shall take into account the hazards identified above. The Contractor shall, from there, ensure that all employees operate a safe system of work.

Additionally, the Contractor's attention is specifically drawn to the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

2.5 CONTRACTOR OBLIGATIONS

The Contractor shall carry out the services as outlined in Sections 2 and 3 for the equipment as scheduled.

The following general requirements shall also be fulfilled.

- a) All visits to carry out preventative and routine maintenance shall be scheduled to take place on a particular day. The Contractor must also identify whether the appointment will be either am or pm.
- b) The Contractor's site operatives shall wear appropriate attire and carry suitable identification while carrying out the duties at the properties covered by the contract.
- c) The Contractor shall have his maintenance or call-out worksheet signed by the tenant within the property.
- d) All site personnel will have been subject to a successful CRB check and details of these will be required.
- e) The Contractor shall provide suitably qualified and trained service engineers and technicians to carry out the routine and preventative maintenance together with any repairs and call-outs.

Contractor's operative shall have a minimum NVQ Level 2 in Domestic Lifts/Stairlifts or 'Lift repair/service' or equivalent. From year two of the contract, operatives shall have NVQ qualification for 'stairlift servicing' or equivalent.

- f) The Contractor shall submit within 7 months of the contract commencement date a detailed report on the condition of the installation and shall also provide advice concerning availability of spare parts and compliance of the equipment with relevant standards, etc. These reports shall be submitted to the Contract Administrator.

Refer to Appendix A which identifies basic information to be provided.

- g) The Contractor shall ensure that their personnel utilise suitable safe working procedures in line with their organisation's own Health & Safety policy.
- h) The Contractor shall isolate and leave isolated the Equipment if it is considered that it is unsafe for use. The Contract Administrator shall be notified immediately.

2.6 ADDITIONAL WORKS

Works other than the planned maintenance (including SAFed tests and inspections) will be instructed by works order.

The costings of any additional works shall be derived in accordance with the tendered schedule of rates. The Contract Administrator reserves the right to instruct other contractors to carry out such works.

2.7 WORKSHEETS / REPORTS

Following each visit to a property for planned maintenance, call-out or repair, the Contractor shall complete a signed worksheet. A copy of the worksheet in pdf format should be available to the Contract Administrator, on request, within a 24-hour period. The worksheet shall provide information on the duties carried out and shall also be dated.

2.8 RESPONSE TIMES

The response time to attend to equipment breakdowns and equipment malfunction shall be 4 hours maximum between 8.00 am and 6.00 pm (Monday to Friday). At all other times it shall be a maximum period of one working day (including weekends).

The Contractor shall supply at the commencement of the contract a 24-hour emergency call-out number where immediate response in accordance with the contract can be obtained.

2.9 ACCESS TO SPARES, ETC

Within 6 months of instruction, the Contractor shall identify any critical parts or components, which cannot be obtained at short notice.

All such items shall be suitably scheduled and costed.

The information shall be identified in a report and shall be issued to the appropriate Contract Administrator.

2.10 REPORTING REQUIREMENTS

On a monthly basis the Contractor shall issue electronically (by email), reports relating to progress on planned maintenance, responsive maintenance and any SAFed testing/inspections. The reports shall be issued to designated persons as advised by the Contract Administrator.

**SECTION 3:
Basis of Maintenance Contract**

3. BASIS OF MAINTENANCE CONTRACT

3.1 CONTRACT REQUIREMENTS

The Contractor shall complete all the necessary visits per annum to each item of equipment. Visits shall be no less than 5 months and no greater than 7 months apart at each property.

The planned maintenance visits shall be pre-planned and appointment dates and times provided to the individual tenants. The tenant shall be given a minimum of 7 days notice of the visit and the preferred format shall be a letter to the Tenant advising of date and period of the day (morning / afternoon) that the visit will be carried out. A contact number shall also be provided so that the tenant can arrange for an alternative appointment date/time.

The Contractor shall produce planned and preventative maintenance plans for the various items of equipment based on original equipment manufacturer's instructions, however generically the following works shall be covered at each maintenance visit:

- a) Clean and lubricate all moving parts and mechanisms.
- b) Run and check operation of equipment and also ensure that all controls are working correctly.
- c) Check operation of over-travel and stop limits together with any other safety switches.
- d) Check electrical installation and also earth continuity.
- e) Check fixings and stability of equipment.
- f) Check main drive systems in terms of oil levels, quiet running, sprockets, bearings, etc.

All equipment installed with landing electrical interlocks shall be checked in accordance with SAFed A:4 and a suitable certificate issued annually.

All hoists and similar types of lifting equipment shall be 100% load completed once per annum.

3.2 CALL OUT ATTENDANCE AND EMERGENCY MAINTENANCE

The Contractor shall include for a call-out service facility on a 24-hour day, 7 days a week, 365 days per year basis.

Call-outs should only be attended to if the Employer's Call Centre issues an instruction/works order.

Where call-outs are attended to, the Contractor shall be paid in accordance with the tendered schedule of rates.

Should repeat call outs occur to any equipment where the regular maintenance, or call out engineer is unable to resolve the problem, the Contractor shall take further measures. These further actions shall be triggered, as a minimum, when more than 2 breakdowns occur in less than 14 day period. This period shall be on a rolling basis, the 14 days shall commence at the first call.

The Contractor shall provide suitably qualified technicians, testers, or other qualified persons who have expertise in faultfinding and special repairs, or adjustments, for specific equipment.

Following completion of repairs, or adjustments, a written report shall be provided to the Contract Administrator. This report shall indicate the nature of the faults found and actions taken. Where the Contractor believes that additional works will be required to ensure that the equipment provides reliable service, these works, and the associated costs should be identified, as should delivery and work periods.

3.3 REPAIRS AND REPLACEMENTS

During the course of the preventative and routine maintenance visits, the Contractor shall identify the need to replace or repair any items of equipment.

The findings shall be detailed in a report, which is forwarded to the Contract Administrator.

Where repairs and replacements are required, separate instructions shall be issued. The basis of costing shall be in accordance with the tendered schedule of rates.

Planned and Responsive Maintenance, Repairs And Periodic Testing of Mobility Lift Equipment

The awarded Contractor will have the skills and qualification to supply and install new mobility equipment as requested by the Employer. The new installation costs will be site specific and the Contractor will be required to provide a quote. The Employer reserves the right to gain quotes from other contractors.

Based on year 2021, the Employer completed:

- 7 straight stairlift installations
- 7 curved stairlift installations
- 1 through floor lift installation

All new installations will have 12 months warranty and will have one year's servicing and callout included within the quoted rates.

**APPENDIX A:
Asset Details**

**APPENDIX A
ASSET DETAILS**

Basis of information:

The information provided is understood to be accurate and has been compiled from existing records and reports.

Address	Make/Type
Nailbourne Court, Palm Tree Court, Lyminge CT18 8LX	Meditek - Stairlift Straight Lift
Herne Court, Horn Street, Folkestone, Kent CT19 4QT	Synergy multi-flight
112 Green Way, Lydd, Romney Marsh, Kent, TN29 9HE	Stair Curved Stannah
1 Marsh Crescent, New Romney, Kent, TN28 8JU	Bespoke Synergy Straight
25 Elventon Close, Cheriton, Folkestone, Kent, CT19 4NJ	Synergy Straight Stairlift
4 Canada Close, Cheriton, Folkestone, Kent, CT19 4JN	Stair Straight Bison Bede
93 Shaftesbury Avenue, Cheriton, Folkestone, Kent, CT19 4LL	2 floor wessex electric platform lift
3 Sir John Moore Avenue, Hythe, Kent, CT21 5DE	Stair Straight Freeway
7 Sir John Moore Avenue, Hythe, Kent, CT21 5DE	Stair Straight Freeway
42 Appledore Crescent, Cheriton, Folkestone, Kent, CT19 4NA	Stair Straight Stannah
43 Appledore Crescent, Cheriton, Folkestone, Kent, CT19 4NA	Bespoke Synergy Straight
44 Appledore Crescent, Cheriton, Folkestone, Kent, CT19 4NA	Bespoke Synergy Straight
146 Shaftesbury Avenue, Cheriton, Folkestone, Kent, CT19 4LX	Stair Straight Meditek 160
16 Creteway Close, Folkestone, Kent, CT19 6LH	Bespoke Infinity Stairlift
16 Tudor Road, Cheriton, Folkestone, Kent, CT19 4HJ	Bespoke Synergy Straight
100 Shaftesbury Avenue, Cheriton, Folkestone, Kent, CT19 4LU	Stair Straight Bison Bede
17 St Martins Road, Cheriton, Folkestone, Kent, CT20 3LA	Stannah 600 Siena
114 Green Way, Lydd, Romney Marsh, Kent, TN29 9HE	Stair Curved Brooks 80
20 Woodfield Close, Cheriton, Folkestone, Kent, CT19 4LW	Bespoke Synergy Straight
21 Taylor Road, Cheriton, Folkestone, Kent, CT19 4JJ	Bespoke Infinity Stairlift
35 Woodfield Close, Cheriton, Folkestone, Kent, CT19 4LW	Stair Straight Brooks
71 Charles Crescent, Cheriton, Folkestone, Kent, CT19 4NG	Stair Straight Meditek 160kg
26 Millfield, Hawkinge, Kent, CT18 7DG	Bespoke Synergy Straight
17 Charles Crescent, Cheriton, Folkestone, Kent, CT19 4NF	Stair Curved Stanah 260
118 Hill Road, Folkestone, Kent, CT19 6LU	Brookes Curved
33 Ingoldsby Road, Folkestone, Kent, CT19 6JL	Bespoke Synergy Straight
6 Canada Close, Cheriton, Folkestone, Kent, CT19 4JN	Stair Straight HomeAdapt Stair
15 Fremantle Road, Sandgate, Folkestone, Kent, CT20 3PY	Stair Straight Lift Able Cumbria
31 Churchlands, New Romney, Kent, TN28 8JT	Bespoke Infinity or Synergy
65 Wood Avenue, Folkestone, Kent, CT19 6JH	Stair Straight Brooks120
111 Church Road, Cheriton, Folkestone, Kent, CT20 3EW	Stair Curved Stannah 260
20 Greenfields, Sellindge, Kent, TN25 6HN	Stair Straight Stannah
34 Elventon Close, Cheriton, Folkestone, Kent, CT19 4NJ	Stair Straight Freeway
42 Eastfields, Folkestone, Kent, CT19 5RU	unknown
15 Spring Lane, Hythe, Kent, CT21 5SF	Bespoke Infinity or Synergy
36 New Road, Saltwood, Kent, CT21 4QE	Straight Handicare lift
1 Lyell Close, Hythe, Kent, CT21 5JB	unknown

Address	Make/Type
13 Cinque Ports Avenue, Hythe, Kent, CT21 6HS	Stannah 420 straight with extendable arm
5 Taylor Road, Cheriton, Folkestone, Kent, CT19 4JJ	Stair Curved Bison Bede
26 Dallas Brett Crescent, Folkestone, Kent, CT19 6NE	unknown
4 Hammel Cottages, Lympne, Kent, CT21 4PF	Bespoke Synergy Straight
48 Eastfields, Folkestone, Kent, CT19 5RU	Wessex VM36 through floor lift
58 Roman Way, Cheriton, Folkestone, Kent, CT19 4JZ	unknown
6 Roman Way, Cheriton, Folkestone, Kent, CT19 4LE	Handicare Straight stairlift
85 Millfield, Hawkinge, Kent, CT18 7DQ	Acorn 130
9 Woodfield Avenue, Cheriton, Folkestone, Kent, CT19 4LN	Bespoke Synergy Straight
93 Reachfields, Hythe, Kent, CT21 6LQ	Synergy Stairlift
9 Canada Close, Cheriton, Folkestone, Kent, CT19 4JN	unknown

**APPENDIX B:
Sample Asset Collection**

**APPENDIX B
SAMPLE ASSET COLLECTION**

The successful contractor shall provide the following details for each item of equipment within 6 months of the contract start date. The information shall be issued to the Employer in electronic format.

ADDRESS :

TENANT DETAILS : Name / Telephone

TYPE OF EQUIPMENT :

MANUFACTURER :

INSTALLATION DATE :

MANUFACTURER'S REF :

CAPACITY :

EQUIPMENT CONTROL :

WIRING DIAGRAMS : Available – Yes / No

**CONDITION APPRAISAL : Life expectancy, parts availability
etc**

**Life expectancy : 0-3 years
4-5 years
5-10 years**

(condition: Good, Satisfactory, Poor)