

BLACKBURN WITH DARWEN BOROUGH COUNCIL

**EXPRESSION OF INTEREST**

**Supply, Installation, Service & Maintenance of Stairlifts**

You are invited to submit an expression of interest for the Supply, Installation, Servicing & Maintenance of Domestic Stairlifts

## Applications are invited from suitably qualified and experienced organisation from the 1st April 2023– initially for a 4-year period + 1 year + 1 year depending on finance and service delivery.

## It is essential to comply with the following instructions in the preparation and submission of your interest. The Council reserves the right to reject an Expression of Interest that does not fully comply with these instructions.

Please note that this exercise is for market engagement purposes and it is not a call for competition at this stage.

## Your expression of interest must be completed in English and must be submitted **no later than Thursday 10th November 2022 midday.**

## All expression of interests mustbe **submitted via The Chest system. Your expression of interest should be no longer than 500 words, explaining how you would deliver the service outlined in this document within the available budget in Blackburn with Darwen.**

## If for any reason you are unable to submit an expression of interest then you should use the ‘Opt-Out’ function from the RFQ Summary Screen.

### Your expression of interest must be completed in full and where necessary signed and dated. Failure to return a completed expression of interest will invalidate your submission.

## Any expression of interest submitted will be deemed to remain open for acceptance or non-acceptance for not less than 90 days from the closing date stipulated above.

## In addition, please respond to the following two questions:

**Question 1:** What customer feedback mechanisms do find most effective and how can this then be used to improve a service? What are the main customer/staff feedback themes and how have you actioned these? Word count 500.

## **Question 2:** What is your percentage rate of installation, servicing and maintenance in a given timescale? Word count 500.

## **BACKGROUND INFORMATION**

Blackburn with Darwen Council have a domestic lifts contract which is due to expire on the 31st March 2023. We are seeking expressions of interest to ensure a continued, reliable, safe and cost effective operation.

## **Key requirements Include:**

##  Servicing and Maintenance of Domestic Stairlifts, including legacy stock of approx. 660 currently in the community

* 24 Hour Breakdown Service
* Installation of New Domestic Stairlifts
* Pre-installation Survey and Installation of Domestic Stairlifts
* Removal, storage, refurbishment and reinstallation of Domestic Stairlifts

**The Aims of the Contract are:**

* The survey of domestic dwellings which are to have domestic lifting devices installed.
* The Supply and Installation of Straight and Curved Stairlifts within domestic dwellings.
* The supply and installation of Stairlift optional accessories.
* The supply and operation of a 24 hour manned Call Centre facility, contactable directly by the homeowner.
* The supply of an Emergency Call Out facility with a guaranteed maximum response time of 2 hours.
* Once yearly servicing of existing domestic stairlifts.
* The removal of domestic stairlifts and subsequent storage of devices no longer required, paying due regard to cross contamination issues.
* Maintenance and repair of domestic stairlifts during warranty period.
* Suitable storage, providing access for dedicated stock.
* The provision of all relevant documentation to ensure accuracy of the asset register.

Key performance indicators (KPI) will be based upon the following key work areas together with the expected timescales which the contractor must achieve on a monthly basis at a performance level of 95% the target dates are from the date of placement of order or from the time of the emergency phone call from the service user.

* Straight stairlifts installation, Target within 20 working days.
* Stair lift installation emergency-from stock, Target within 5 working days.
* Curved stairlifts installation. Target 25 working days.
* Stairlifts removals.
* Callout response time engineer on site or resolved on phone. 2hrs max.
* Callout overall resolution. Within 24 hrs.
* Agreed additional works to callout which could not be completed. Within 10 working days.
* Complaints received against contracted products (number of assets and complaints per month. The successful contractor will simply record and present this data they will only be liable for their own installations.
* Servicing percentage completed of all those due per month.
* Asset register stock audit of all used lifts in storage 4 audits per year.
* Continuous update of the stairlift site list.

**Available Finance for this service**

£400,000.00 Annual Spend

Any responses to this early market engagement exercise imply no commitment on Providers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for those Providers who do respond. The questionnaire and all responses received are in no way legally binding on any party.

Blackburn with Darwen Borough Council reserve the right to withdraw this notice at any time. The Authority is not bound to accept any proposals submitted by Providers and is not liable for any costs incurred as a result of Providers engaging with this process. This Early Market Engagement Exercise does not guarantee that procurement will take place and Blackburn with Darwen Borough Council reserves the right to defer from any procurement entirely.