



# APPENDIX 1 - SPECIFICATION FOR REPAIR AND MAINTENANCE OF PASSENGER LIFTS

## Facilities Management

**DN688481**

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## 1. Introduction and Background

- 1.1. Bournemouth Christchurch and Poole Council (BCP Council) seek tenders for the repair and maintenance of passenger lifts within buildings that it owns and/ or manages. The Supplier will have the capacity and expertise to offer a reliable call out service with sufficient resource to maintain all lifts at multiple sites throughout BCP Council's estate.
- 1.2. This requirement has previously been procured as separate contracts for Bournemouth, Christchurch, and Poole Authorities (including PHP). The local government in the county of Dorset has been reorganised and the above councils are now under one Council, BCP Council. This became effective 01/04/2019 and there is now a single council covering the areas of Bournemouth, Poole, and the Borough of Christchurch, and a single unitary council for the rest of the county.
- 1.3. This procurement will bring alignment to lift maintenance services across BCP Council by facilitating existing contracts to finish at the same time. The legacy contracts for the previously separate Bournemouth, Christchurch, and Poole authorities have differing scope, end dates, and suppliers. Having a unified end date for the existing contracts enables BCP Council to progress with service redesign in line with strategic procurement requirements.
- 1.4. This opportunity provides for Bournemouth, Christchurch, and Poole Council properties and lift assets to join the contract on expiry of similar contracts.
- 1.5. Although this will be tendered as one contract, there will be three separate areas within it. This is due to each departments own invoicing and order systems. These are BCP Corporate, BCP Homes (formerly PHP), and BCP Housing.

## 2. Scope

- 2.1. The contract will commence on the 01 October 2024 and the contract term will be for three years, with the option to extend annually for a further two years (3+1+1). Therefore, if all extensions were taken the full length of the contract would be for five years.
- 2.2. The Supplier will be responsible for the maintenance and repair of the lifts at all sites detailed in 'Tender Response - Part C - Pricing Evaluation' (Details of make and models of lifts at all sites).
- 2.3. The Supplier will be expected to undertake a full audit of all assets and obtain any details where gaps occur in the Asset List shown in 'Tender Response - Part C - Pricing Evaluation'. These will be split in to the three areas being covered by this tender, BCP Corporate, BCP Homes, and BCP Housing.
- 2.4. These three areas will be managed by the individual teams for each section. The finalisation of Invoicing and Job orders will be defined by each section due to their differing systems for this. Each area will contact the successful supplier with the details once tender is completed.

2.5. The contract shall comprise of the following:

- Planned Maintenance (annual servicing)
- Emergency Maintenance
- Special and Additional Tests
- Additional Works

2.6. BCP Council reserves the right to make adjustments to the scope of the contract through either the addition or removal of sites and will give a maximum of 3 months' notice in writing to the Supplier of any change and agree how the change will adjust the contract price.

### **3. Requirements**

#### **3.1. Works Schedule**

3.1.1. The successful Supplier, on being appointed for the Contract, shall within 14 days provide a detailed programme of maintenance visits so that the Council can give advance notice to the occupants of each building of when, and for how long lifts will be out of commission for general maintenance procedures.

#### **3.2. Diagnostic Tools**

3.2.1. There is a diverse nature to the lifts in Council properties, and many have closed protocol systems. You will be required to overcome this, so the relevant tools must be available at each visit for repair, service, or maintenance.

#### **3.3. Scheduled Routine Maintenance**

3.3.1. The Supplier shall include all Scheduled Routine Maintenance to each lift. All Scheduled Routine Maintenance will be carried out during normal working hours (as stated in 8.3.1).

3.3.2. The Tender relating to Scheduled Routine Maintenance will include attendance to all emergency and breakdown calls during normal working hours (as stated in 8.3.1).

3.3.3. The Tender for Scheduled Routine Maintenance will include all electrical contacts etc, motor brushes, indicator lamps, replacement of motor room and shaft lamps, lubricants (including gear oil), and cleaning materials.

3.3.4. As part of the planned maintenance, the Supplier shall undertake minor repairs whilst on site, up to the value of £375.00 plus VAT without seeking prior authorisation or providing quotation. The cost of labour in this instance will be charged at the hourly rate indicated in the Tender Summary, and the materials will be charged at cost price, plus the agreed markup which has been indicated in the Tender Documentation. Any works deemed to be in excess of this figure will require authorisation and/or quotation prior to being commenced.

3.3.5. At each inspection, the Supplier shall clean, inspect, lubricate, and adjust all parts of the lift mechanism and ensure the satisfactory and safe operation of the lift. The lift motor room, well, pit, and portions of the floors and walls adjacent to the lift equipment shall be kept clean and free from oil, grease, and rubbish.

3.3.6. It is a condition of this Contract that the Supplier must spend a minimum service time of 1.5 hours per visit per lift installation included in the Contract.

3.3.7. The Supplier will be responsible for an inspection of all lifts every ten years after date of installation. It will be the responsibility of the Supplier to keep accurate records of the installation dates of all lifts so that the required inspections can be carried out should this fall within the contract term. The cost for all 10 year inspections will be agreed with the Supplier and the Council as required.

### 3.4. Reporting

3.4.1. All Reports shall have the following information on them for the benefit of BCP Council. This is for All Servicing and Breakdowns

- Address.
- Lift Make and Model Number.
- Lift Serial Number if available.
- Date of report and time. (DD/MM/YYYY 00:00)
- Which Service it covers.
- Any Faults Found.
- PO number. This will differ dependant on which section, BCP Corporate, BCP Homes or BCP Housing.
- Contractors Job number if applicable.
- An indication as to if Auto Dialler is functioning (if Applicable).
- A simple tick box of what has been checked / Unchecked on from the listed Checks needing to be done.
- Any other details the Contractor deems fit.
- Photo evidence if needed or required.

A copy of this service sheet will need to be checked before commencement of the contract.

3.4.2. The Supplier shall provide the Council, an annual fully documented report inclusive of photographs of the condition of each installation by 1<sup>st</sup> April for each year of the contract. The report shall be in an approved format acceptable to the Council and include details of remedial works which require immediate attention to maintain normal lift service, or which will require to be carried out at the next planned maintenance visit.

3.4.3. The report must also be accompanied by a fixed price quotation for carrying out the works recommended, inclusive of all materials and components to be replaced.

3.4.4. All inspection reports by the Supplier shall be submitted no later than five working days after each inspection has been carried out and shall relate to one inspection of one lift only. Multiple lift reports will not be acceptable.

3.4.5. During this contract, each report shall: -

- Certify the condition of the ropes, locks, machinery, wiring, and all other equipment of the lift; and detail any unsatisfactory items and any further work which may be considered necessary.
- Certify that the lift is, or is not, in a satisfactory, safe, and serviceable condition.

- Give details of any attendance to breakdowns during the period since the previous inspection.
- Daily reports are to be emailed to a predetermined email address advising the status for each and every lift the supplier has attended to within the previous 24hour period, or over a bank holiday period at the first opportune moment.
- At 12 monthly periods, as determined by the council, the Supplier shall issue a Certificate of Periodic Examination of each lift in accordance with Table 1 of BS 5655 Part 10 10.1.1:1995, SAFed and all current amendments.
- In addition to the reports issued to the Council, a service record card shall be maintained on site at all times. The service record card shall take the form of a hard backed A4 size bound volume of white ruled paper. When not in use and between visits, the book shall be suitably protected and fixed in a prominent location in the machine room and available for inspection by the Supervising Officer at any time.
- Subsequent to an emergency call-out, the Supplier shall submit a detailed report to the Council, stating the reason for the call-out and the remedial measures taken to re-establish safe, normal lift service. The report shall also state whether the remedial action taken was of a temporary nature and requires any further action, or if the remedial action taken at the time of the emergency restored the service on a permanent basis.
- Electronic copies of Service Sheets are to be produced and attached to invoices which are submitted for payment.

## **4. Emergency Maintenance**

### **4.1. Call Out and Repair Service**

- 4.1.1. The Supplier will be required to operate a call out service for the repair of all lifts within Council owned sites. The call out service will be available 24 hours a day, 7 days a week, 365 days a year, and the engineer attending site must be on site within 2 hours of receiving the Emergency Call Out notice.
- 4.1.2. The Supplier will be required to complete all emergency works including minor repairs to enable restoration of service up to a predetermined value of works as given by the council.
- 4.1.3. Should as the result of a breakdown, or in the normal course of maintenance it become apparent that the lift will require to be out of commission for a period of more than 24 hours, the successful supplier shall immediately notify the Council by telephone and in writing, indicating the reason for the breakdown and the anticipated restoration date.

### **4.2. Entrapment**

- 4.2.1. The successful supplier must be capable of managing lift entrapment. In the event that a person(s) is reported trapped in a lift, the engineer will be expected on site within 30 minutes, and to work closely with staff in attendance, and if required the Fire Service or other emergency services to resolve any entrapment issues.

4.2.2. Emergency facilities require the supplier to be in attendance at any particular site to ensure that at all times any trapped passengers are released within 30 minutes of arrival. Any other call out that does not involve entrapment will require a response in a maximum of 2 hours.

#### **4.3. Emergency Voice Activations/Help Buttons**

4.3.1. All lifts that have help/emergency buttons within the lift cars are to be monitored by fully trained staff on a 24 hour/365 days per year basis. Lift monitoring staff would need to co-ordinate and effectively manage the situation, by way of liaising between the activator of said alarm, lift engineer, appointed council staff and if required, the local fire brigade and/or other emergency services and any other responsible person, or other contractor as deemed necessary by the council.

#### **4.4. Spare Parts**

4.4.1. Suppliers are expected to hold an extensive range of spare parts which will be available for repairs to minimise delays. A minimum of £25,000 of spares parts must be held in stock which must be compatible with the make and model of lifts at all sites.

#### **4.5. Major Overhauls**

4.5.1. Where it becomes necessary to shut down a lift for major repairs, the Council reserves the right to accept the quotation accompanying the Supplier's report or alternatively to call for competitive prices.

### **5. Special and Additional Tests**

#### **5.1. Levelling**

5.1.1. Where the car to floor levelling exceeds the limitations detailed below, the Supplier shall adjust the appropriate parts of the lift equipment to ensure that the lift car levels to all floors served by the lift, within the tolerances stated.

- for single speed lifts levelling shall not exceed +/- 20mm
- all other lifts the levelling shall not exceed +/- 10 mm
- These tolerances are not to be exceeded under any conditions between zero and full contract load in either direction of travel.

5.1.2. The Supplier shall include in their tender site revisits following completion of any maintenance work to verify that the accuracy of car levelling is maintained in operation. In addition, the Supplier shall state their all-inclusive charge for subsequent call out visits to remedy car levelling problems.

#### **5.2. Lights**

5.2.1. The Supplier shall immediately renew all spent lamps and tubes in and on the car, the shaft, and landings. This shall include the lift car lighting, the lift car roof lighting, car top control inspection light (and its guard/protection cover), all lift car indication lamps,

lenses, and holders, and all lift pit and shaft lighting and their fittings, including emergency lighting facilities which at the time of inspection are found to be defective, non-operational, or missing. All lenses, shades, and fittings, etc must be kept thoroughly clean.

### **5.3. Controller Parts**

5.3.1. The Supplier shall renew all loose, faulty or missing controller contacts (fixed & moving) and all tails, braids, leads and cartridge fuses.

### **5.4. Load Plates**

5.4.1. The Supplier shall ensure that all load plates bearing the correct information are securely fixed within the lift cars. Any plates found to be missing shall be replaced. The plates shall state the number of persons and weight capacity (in kg) and shall be in accordance with the manufacturer's details.

### **5.5. Lock Release Keys**

5.5.1. The Supplier shall supply all necessary lock release keys and devices for the opening of landing doors and the operating of Fireman's switches. All lock release mechanisms that are defective, out of adjustment, broken or missing shall be repaired and left operational at the completion of each inspection visit.

### **5.6. Detailed Test Inspection**

5.6.1. Once during the Contract term, each of the installations shall be subject to major test and inspection procedures in order to maintain safe operation, update equipment records, or to replace records and certificates no longer available.

5.6.2. The Supplier shall include in their tender carrying out these procedures in sufficient depth to issue Certificates in accordance with BS 5655 Part 10.1.1:1995 or where applicable, any other such forms relating to; BS EN 13015:2001 and all current amendments as well as the yearly SAFed tests.

### **5.7. Supplementary Testing**

5.7.1. Tenderers should allow for a programme of supplementary tests from knowledge of the lifts and in conjunction with the SAFed Guidelines on supplementary testing of service lifts version 4.1 and any subsequent revisions this should be included with the scheduled service rates.

## **6. Additional Works**

### **6.1. Gear Oil Change**

6.1.1. Within the Contract period, the Supplier shall change the oil in the winding gear of each machine at least twice. The Supplier shall indicate on their maintenance programme when this has been scheduled.

- 6.1.2. The reduction gear shall be drained, or existing denatured oil flushed and replenished with new oil. The oil used shall be of the Alpha 617 Grade or equivalent as recommended by the individual lift manufacturer.
- 6.1.3. The old oil and used flushing oil shall be removed from site on completion of the work.
- 6.1.4. Any spillages on the equipment or surrounding areas shall be removed and a degreasing agent used to prevent the floor adjacent to the lift machinery from becoming slippery and hazardous.
- 6.1.5. The Supplier shall confirm in writing to the Council when oil changes have been completed to each installation forming part of this Contract.
- 6.1.6. Oil stains or damage to any carpet whether in a car or on landing floors shall be charged against the Supplier.

## **6.2. Shaft Clean Down**

- 6.2.1. Once during the course of this Contract, each of the lift shafts shall be thoroughly cleaned. On completion of each cleaning operation the Supplier shall, in writing, notify the Council that this duty has been carried out.
- 6.2.2. The Supplier shall brush off all accumulated brick dust, lint and rubbish and a degreasing solvent shall be used to clean off all traces of oil, grease and grime from the guides, guide brackets, doors and tracks, counterweight frame and filler weights, car frame, the complete car including door gear, safety gear, limits, and any other metalwork associated with the lift installation in the shaft.
- 6.2.3. All components shall then be re-lubricated with fresh oil or grease as recommended by the Manufacturer of the lift concerned. All door rollers and tracks shall be very lightly lubricated to obviate the possibility of dripping oil.
- 6.2.4. Finally, the Supplier shall thoroughly clean the inside of the car including controls and fittings.
- 6.2.5. The Supplier shall inform the Council in writing when each shaft has been cleaned as specified.

## **6.3. Builders Works**

- 6.3.1. The Lift Maintenance Contract is to include all work normally undertaken by a General Building Supplier and/or specialist Sub-contractor. The Supplier shall allow in their quotation for the provision of any specialist building tradesperson necessary to comply with this requirement.
- 6.3.2. The Supplier shall also include for the provision of all plant, tackle, machinery, scaffolding, labour, and materials necessary for the complete execution of the works.

## **6.4. Reinstatement of Electrical Supply**

- 6.4.1. The Supplier may, at any time during the course of the Contract, be called upon to reinstate the electrical supply to any of the lifts included in the Contract.
- 6.4.2. It shall be the Supplier's responsibility to detect and rectify any electrical fault from the Electricity Supply to the lift circuit breaker, isolator, or fused switch.
- 6.4.3. In the event of a supply failure for whatever reason, it is also the responsibility of the Supplier to liaise with the Supply Authority for reinstatement of their supply, in order that the lift may be returned to normal service.

## **7. Materials and workmanship**

- 7.1. The Supplier is advised that as no Building Supplier is employed at any of the locations concerned, it will be the supplier's responsibility to provide all labour, tools, tackle, plant, test weights when required, and all testing equipment for the complete execution of the works.
- 7.2. The work shall be carried out by competent maintenance persons and in accordance with current statutory regulations together with rules and regulations of the Local Authorities.
- 7.3. All materials and components shall comply with the appropriate British Standards and Codes of Practice. Any replacement parts are to be obtained from the particular lift manufacturer and be from their approved list of spare parts.
- 7.4. Alternative components shall only be used if covered by the relevant British Standards and Codes of Practice and then only at the discretion of the Supervising Officer.
- 7.5. Any inferior workmanship shall be rectified immediately upon notification by the Supervising Officer. Any such works not rectified within 48 hours of notification by the Supervising Officer may be carried out by others appointed by the Council and the cost involved debited from the Supplier's account.
- 7.6. The Supplier shall provide and bear the expense of all materials, plant, equipment, and labour etc. that will be required to properly execute the works.

## **8. Site Visits and Access**

### **8.1 Site Visits**

- 8.1.1. The Supplier is instructed to visit each of the sites detailed for inclusion within the Contract prior to submission of their tender and shall be deemed to possess full knowledge of the circumstances and particular conditions of the buildings and specific sites.

8.1.2. Site visits may be arranged through the Below persons:

- BCP Homes: Rachel Johnson [rachel.johnson@bcpcouncil.gov.uk](mailto:rachel.johnson@bcpcouncil.gov.uk) / 01202 128 997
- BCP Housing: Gary Jones [Gary.Jones@bcpcouncil.gov.uk](mailto:Gary.Jones@bcpcouncil.gov.uk) / 01202 126657
- Corporate Buildings Poole: Tony Holloway [tony.holloway@bcpcouncil.gov.uk](mailto:tony.holloway@bcpcouncil.gov.uk) / 01202 093723
- Corporate Buildings Bournemouth and Christchurch: Alan Harley [Alan.harley@bcpcouncil.gov.uk](mailto:Alan.harley@bcpcouncil.gov.uk) / 01202 123050

8.1.3. No claim whatsoever will be entertained on the grounds of the Supplier's lack of knowledge of the properties involved.

## 8.2. Building Construction

8.2.1. All Lift Shafts to properties are existing and in general conform to the following types of construction: -

- Internal/external walls; brick or blockwork (rendered), cavity, single block inner with plastered facework.
- Ground floor; screed upon structural concrete, occasionally composition.
- Intermediate floors; screed upon structural concrete finished with composition, tiles, or quarry tiles upon structural concrete.
- Roof; generally flat structural concrete covered with felt and pitch joints. Alternatively pitched timber covered with felt battened and tiled.
- External stores; generally fair faced brick or blockwork.

## 8.3. Normal Working Hours and Access

8.3.1. For the purpose of this Contract, normal working hours shall be between 08.30 hours and 17.00 hours, Monday to Friday, except Bank Holidays.

8.3.2. Access to the buildings may be obtained for general maintenance between these times, in accordance with the agreed Planned Maintenance Programme. BCP Homes and BCP Housing Properties will be accessed via keys/fobs given to the Supplier for access from the relevant contact (To be confirmed once awarded).

8.3.3. It is the Supplier's responsibility to obtain access to the building for all maintenance visits. No additional charge will be entertained by the Council due to abortive visits caused by the Supplier's failure to ensure access availability.

8.3.4. Access to the buildings for emergency purposes may be obtained at any time, and the authority for entry shall be that of the emergency call out procedure.

## 8.4. Protection

8.4.1. The successful Supplier shall carefully protect all apparatus as necessary in order that works may be properly executed.

8.4.2. The Supplier shall ensure that all operations, and the placement and use of plant, are carried out in such a manner as to prevent injury or damage to persons or property.

#### **8.5. Completion and Clearing Away**

8.5.1. The successful Supplier shall leave the works complete and in a clean, sound, and perfect condition, and at completion of works at all locations, shall clear away all rubbish that is in the lift motor room, gangways, and plant rooms leading into the lift motor rooms.

8.5.2. This shall include carting away, and moving off the Council's premises, any disused materials, old and discarded materials, rags, and other rubbish; and includes the sweeping clean of any portion of the premises, the lift motor room, and the removal of any oil spilt on the floor of the motor room and surrounding areas.

#### **8.6. Prevention of Nuisance**

8.6.1. During the progress of the work, the Supplier shall commit no act that may be or become a nuisance or annoyance to the occupants of the buildings and shall instruct their operatives accordingly.

8.6.2. The occupants are to be disturbed to the minimum necessary for the proper execution of the work, particularly regarding dust and noise. The works will be carried out expeditiously and as a continuous operation in any individual location.

#### **8.7. Surplus and Waste Materials**

8.7.1. All areas where work is in progress shall be kept and left in a clean and tidy condition. Debris, shavings, dust, and the like shall be swept up and neatly stored in polythene sacks pending removal.

8.7.2. Rubbish shall not be left on site overnight.

8.7.3. The Supplier is to take every precaution for the protection of the occupants and the public in general from the dangers of debris, surplus, and waste material etc.

#### **8.8. Hazards**

8.8.1. The Supplier shall be responsible for ascertaining whether execution of any order for work will, or is likely to, involve any interference with asbestos, live electricity conductors or cables, gas piping, hazardous substances, or installation.

8.8.2. In the event of the Supplier ascertaining that execution of an order shall, or may, involve interference with any hazardous substance or installation then the Supplier shall immediately notify the same to the Council; and in so doing shall notify in writing of any precautions proposed to be taken in consequence of the hazard which may affect the use of the premises, or the comfort or freedom of movement of any person likely to be in or near the premises during the execution of the order.

8.8.3. In the event of any asbestos removal being required, the Council's Safety Officer must be given prior notification in writing and the removal works must be carried out in strict accordance with the relevant statutory requirements and Codes of Practice.

#### **8.9. Defects**

8.9.1. The Council shall be empowered to direct that the Supplier shall, at their own cost, rectify to the satisfaction of the Supervising Officer, all defects due to materials or work skill not in accordance with this Contract which may be discovered or become apparent in any work within a period of 12 months of the said work.

#### **8.10. Lift Motor Room Access**

8.10.1. It is the responsibility of the Supplier to provide all equipment, ladders, etc. to gain access to the lift motor rooms during any visit.

#### **8.11. Examinations of Works**

8.11.1. The Supplier shall comply with all reasonable requests from the Supervising Officer to inspect enclosed sections of the works during the course of the Contract.

#### **8.12. Lift Car or Cage**

8.12.1. The Supplier shall also be responsible for the interior cleaning of the car floor, walls, doors, and ceiling at each site visit. This shall also extend to removal of any graffiti.

#### **8.13. Travel Charges**

8.13.1. All man hours spent in travelling to and between sites for both planned maintenance and emergencies shall be included in the Fixed Price Tender, as will all mileage and transportation costs.

### **9. Payments**

9.1. The supplier will be required to submit electronic invoices and invoice the appropriate section (BCP Corporate, BCP Homes and BCP Housing) monthly in arrears.

9.2. The payment terms of the invoices should be stated in the terms and conditions that are produced by Legal Services if you are not using the Council's standard terms and conditions.

9.3. Please refer to section 1.5.1 of the BCP Preliminaries 2023 document for full details of payment requirements

## 10. Standards

10.1. There is a mandatory requirement for the supplier, or where relevant the supplier's staff, to hold the following:

- LEIA (Lift and Escalator Industry Association) membership
- DBS (Disclosure and Barring Service) certificate

Further to the mandatory requirements, below is a list of desired accreditations, memberships, or affiliations:

- ISO (International Organization for Standardization) 9001 and 14001
- OHSAS (Occupational Health and Safety Assessment Series) 18001
- CHAS (The Contractors Health and Safety Assessment Scheme)
- RoSPA (The Royal Society for the Prevention of Accidents)
- IOSH (Institution of Occupational Safety and Health)
- NEBOSH (National Examination Board in Occupational Safety and Health)
- Waste Carrier License
- Construction Line
- Safe Contractor
- IIP
- BSI (The British Standards Institution)

10.2. Suppliers are not required to provide supporting documents within their tender response, however please note that the Council will ask to see these documents prior to contract inception if a Supplier is successful.

## 11. Contract Management

11.1. Each Area will have a Surveyor / Responsible person overseeing their section. These are BCP Corporate, BCP Homes and BCP Housing.

11.2. The Supplier will be expected to attend a meeting with the Council every quarter to discuss the contract. Quarterly reports must also be produced which will be discussed at these meetings.

11.3. Every annum, a full photographed report of all lifts including the overall condition of all lifts must be produced with required costs for refurbishments in order to schedule all maintenance work required into the next year's budget.

11.4. The Council will carry out spot checks and combined visits once every month throughout the calendar year.

## 12. Training

12.1. There is an expectation by the Council that all employees working on this contract will meet the minimum expectation with regards industry qualifications. For the purpose of this contract this will be NVQ3 for Service/callout Engineers and NVQ4 for Technicians (or equivalent).

## 13. Termination

13.1. Any Keys or access passes to returned to BCP Council

13.2. The supplier will be required to handover to the Council any data in an editable format (specified by the Council) and in a timely manner to support any reasonable request including but not limited to service review, re-procurement and data transfer to a new supplier.

## 14. Key Performance Indicators (KPIs)

14.1. Please see KPI table below.

KPI no	Description	Required performance level %	Performance level requiring immediate action %	Definition	Frequency of KPI Report	Means of calculation	Formula
1	Lift Service's completed on time	99%	90%	% of Services that need to be complete work by the required date	Quarterly	The number of Services Scheduled for the quarter (a) against Service records received (b).	a/b expressed as a % to 2 decimals
2	Lift Breakdown/ Emergency Response	95%	90%	% Attendance to lift breakdowns within the 2 hour response time.	Quarterly	The number of Emergency calls responded to (a) against the time order is raised against time on service sheet (b).	a/b expressed as a % to 2 decimals
3	Emergency Entrapment Response.	99%	95%	% of Emergency Entrapment response in the 30 min time limit agreed.	Quarterly	The number of completed Emergency Entrapment Responses (a) against the time order is raised against time on service sheet (b).	a/b expressed as a % to 2 decimals
4	Planned Works completed in correct time scale	85%	75%	% of planned works orders completed in the given timescales.	Quarterly	The number of Orders completed at the agreed time scale (a) expressed as a percentage of the total number of Orders not completed in the time scales (b)	a/b expressed as a % to 2 decimals

5	Quality	100%	90%	% of Orders completed to client's quality satisfaction.	Quarterly	The number of Orders completed to client's quality satisfaction (a) expressed as a percentage of the total number of Orders (b)	a/b expressed as a % to 2 decimals
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