## NORTH TYNESIDE COUNCIL

**THE PROVISION, DELIVERY AND DEMONSTRATION OF SPECIALIST SEATING**

## SPECIFICATION

1. **GENERAL AND BACKGROUND INFORMATION.**
   1. This Specification details the Authority’s requirements from the Contractor in relation to the delivery of the Service.
2. **GENERAL DESCRIPTION OF THE SERVICE**
3. The Commissioners provides a range of adaptations and equipment for Customers following an Assessment of Need carried out by an Occupational Therapist.
4. Equipment is purchased by the Commissioners and supplied to Customers on a loan basis, designed to promote personal independence, safety and mobility.

This provision is supplied through the Authority’s Adaptations & Loan Equipment Service (ALES) which is based at The Tyne Tunnel trading Estate, North Shields.

2.3 Funding is provided by both the Authority and the NHS North Tyneside Clinical Commissioning Group (together the Commissioners).

2.4 Contractors shall provide a range of seating solutions, which will include Riser Recliners, Care Chairs and chairs for Bariatric Customers.

2.5 It is not a requirement that the Contractor provide the full range of chairs required by the Commissioners.

2.6 If accepted onto the DPS Agreement, each Contractor will have the opportunity to quote on a Mini-Competition basis, for each chair request, Mini Competitions will be carried out through the portal and will be evaluated as set out in section 5.2.2

2.7 The Commissioners will complete an anonymised request based upon the Seating Prescription(s) attached hereto as Appendix 3 and 4 that will have been completed by Occupational Therapists following a thorough assessment of need with the Customer

2.8 The Seating Prescription will detail any additional special requirements such as the need for a trial.

2.9 Subject to any specific requirements set out within the Seating Prescription with the Commissioners in relation to an Individual Seating Solution, the Contractor shall deliver, set up and demonstrate the seat directly to the Customer.

2.10 The Commissioners provide no guarantee in relation to quantity of Orders but can confirm that during 2016 the following were requested.

Riser Recliners 41

Care Chair 17

Bariatric Chairs 5

2.11 All fabrics to be a standard non- patterned beige or similar approved

2.12The Contractor will deliver the Goods/Service in accordance with the requirements and terms of the Contract Documents and the individual Orders issued to the Contractor by the Commissioners during the Contract Period.

1. **PROJECT CONTACTS**

During the tendering exercise all questions must be submitted through the message section on the portal. Please note unless deemed commercially sensitive all responses will be made available to all tenderers.

1. **TECHNICAL ASPECTS OF THE SERVICE**
   1. The current Recognised Standards for the industry in which the Service is delivered are detailed below (‘the Recognised Standards’). Any changes to the Recognised Standards will be notified to the Contractor by the Commissioners in writing. The Contractor will adhere to any new, or changes to existing Recognised Standards upon receipt of such notification.
   2. The Service must comply as a minimum, with the Recognised Standards (as amended from time to time in accordance with Paragraph 4.1 above):

**BS 8474:2013** Furniture - Chairs with electrically operated support surfaces - Requirements

**BS 8480:2006** Medical Devices- Chairs with electrically operated support surfaces - requirements.

**BS 5852:2006** Methods of test for assessment of the ignitability of upholstered seating by smouldering and flaming ignition sources.

Low voltage Directive (LVD) 2014/35/EU

Electrical Equipment (Safety) Regulations 1994

The Furniture and Furnishings (Fire Safety) Regulations 1988 (Amended 1989, 1993 & 2010)

Machinery Directive 2006/42/EC

* 1. The Recognised Standards referred to in this Specification shall apply to the contract; these documents can be purchased from the relevant standards bodies.
  2. Where a conflict exists between any requirements in the Contract Documents and a requirement of the latest edition of the Recognised Standards, the Recognised Standards shall prevail.

1. **SCOPE OF SERVICES REQUIRED**
   1. **Works and Workmanship**

5.1.1 Service Elements

The Service comprises of the following elements:

5.1.1.2 Providing new seating

5.1.1.2 Delivering of seating to Customers homes and to the Authority premises at Unit G8, Tyne Tunnel Trading Estate;

5.1.1.3 Unpacking, assembly and setting up, adjustment of seating;

5.1.1.4 Demonstration of seating functionality and general care to Customers and Carers

5.1.1.5 Explaining and providing written general instructions and contact numbers for call outs to Customers and Carers

5.1.1.6 Trialling of seating prior to purchase

5.1.1.7 Joint visits with referrers at customers homes

5.1.1.8 Attendance to breakdowns and repairs

5.1.2 The Contractor will deliver the Service using staff who are experienced and skilled in the delivery of services similar to that of this Service.

* 1. **Mini Competition Process**

5.2.1

CompletedSeating Prescriptions will be uploaded on the portal by the Commissioners. Contractors will be required to upload their bid based on the Seating Prescription within 5 Working Days of the upload unless stated otherwise. The bid provided by the Contractor will be valid for a period of 60 Working Days from the date specified on the Portal as the closing of the Mini-Competition. The Commissioner reserves the right to refuse to accept any Bids submitted in relation to any Mini-Competition.

5.2.2

All Bids submitted in response to a Mini-Competition will be evaluated in accordance with the following weightings:

Price 75%

Warranty Periods 10%

Response Times 5%

BHTA membership 5%

Lead in Times 5%

Each section will be scored as follows:-

0 – 10 where:

0 = Unacceptable/failed to address

2 = Reservations

5 = Satisfactory

8 = Good

10 = Excellent

A satisfactory response would be if you have met the minimum requirements set out in the framework, to score good you would have to offer additional benefits in at least one area of the question to score 10 you would have to offer additional benefits in all areas of the question.

5.2.3 Trial before Order:

**In some circumstances, the Commissioners will require that a Customer has the opportunity to undertake a Trial Period of a seat before an Order is confirmed.** Any requirement for a Trial Period, this will be detailed within the Seating Prescription and any associated costs will be included by the Contractor in their Bid for the Individual Seating Solution. Trial seats are to be provided within 5 working days

5.2.4Orders**:** Orders will be placed by the Loan Equipment Team. At this time the Contractor will be provided with the name, address and contact details of the Customer to enable arrangements to be made by the Contractor for delivery.

5.2.5 Delivery time:

The Contractor will provide seatingwithin the following maximum timescales:

**Riser recliner (inc bariatric)** 20 Working Days from Order

**Care chairs** **(inc bariatric)** 30 Working Days from Order

5.2.6 Working hours:

Service shall be delivered on Working Days between the hours of 8.00am – 5.00pm Any work carried out outside of these hours shall only be carried out with the advance agreement of the Authorised Officer.

5.2.7 Fault reporting / breakdown:

The Contractor shallmaintain the facility to receive telephone calls from Customers and / or the Commissioners within the Working hours set out in 4.2.7 above. Upon reporting a breakdown / required repair the Customer and / or the Commissioners, as appropriate, shall be advised by the Contractor of theexpected date and time of attendance within the response times offered by the Contractor as part of their Individual Seating Solution submission within the Mini-Competition. The contractor shall advise the Commissioner on the same working day when a customer directly reports a fault or breakdown and further advises the outcome of the call out.

5.2.8 Breakdowns and Repairs:

The Contractor shall attend to breakdowns within a maximum of 3 Working Days, or less if specified in the Individual Seating Solution. The Contractor shall advise the Authorised Officer of any seating that is out of commission the same working day even when the seating is rectified the same working day. For non warranty repairs the Contractor must receive authorisation to carry out repairs by the Authorised Officer. Any repairs carried out without authorisation will not be paid for. The Authorised Officer will provide an order number on approval of works.

5.2.9 Misuse calls:

The Contractor shall respond to all calls received from the Customer and or the Commissioners regardless of the cause of breakdown, within the warranty period.

* 1. **Materials**

5.3.1 All materials, spares, and replacement parts used by the Contractor in carrying out repairs shall be new, unused and fit for purpose being in all respects compatible and appropriate for the use to which they are put. In case of doubt, advice shall be sought from the original manufacturer of the seat.

5.3.2 Replacement of components or parts shall only be carried out with components or parts that are compatible with and recommended by or acceptable to the manufacturer of the seat as appropriate. The Contractor will maintain a minimum stock of spare parts for all current seating provided under this Contract.

5.3.3 The Contractor will inform the Authorised Officer if parts are no longer available for any seating provided under this Contract.

* 1. **Removal, Cleaning and Hazardous Material**

5.4.1 On completion of a visit to a property under this Contract for wither delivery of the seat and / or to attend to breakdown or repair, the Contractor shall take away from the Customer’s property and dispose of, in accordance with the terms of this Contract, all waste, rubbish, rubble, surplus materials, empty containers, tools, plant, equipment, etc.

5.4.2 All waste materials referred to in 5.4.1 above shall be removed from the Customers property and disposed of in a legal manner by the Contractor.

* 1. **Site Visits Procedures**

5.5.1 The Contractor shall make arrangements with Customers for access to their property and obtain the Customers signature to confirm that seating has been supplied, set up and demonstrated.The contractor must advise the Occupational Therapist and Loan Equipment of the arrangements.

5.5.2 The Contractor shall carry out all work under this Contract without undue inconvenience or nuisance and without danger to the Customer or any other occupants of the property

5.5.3 The Commissioners shall not be responsible for any failure on the part of the Contractor to obtain access to any property or for any abortive visit. If the Contractor is unable to gain access to a Customer’s property at a pre agreed time, the Contractor shall notify the Customer in writing of the abortive visit and propose a date for a repeat visit. If necessary this procedure shall be repeated so that a total of three attempts are made to gain entry. After this the Contractor is to advise the Authorised Officer who will facilitate access.

5.5.4 The Contractor shallinform the Authorised Officer on the same day of a failure to gain access to a Customer’s property.

5.5.5 The Contractor shall, upon request from the Authorised Officer, carry out visits to Customers homes jointly with the Commissioners Authorities representative, to ascertain suitability of seating.

5.5.6 The Contractor shall ensure that all Staff attending any a property for the purposes of delivering the Service have been subject to an enhanced disclosure and barring check in accordance with Condition 10 of the Specific Conditions.

5.5.7 All of the Contractors Staff must have suitable photographic identification cards and must show the identification card to the Customer before entering a Customers home and to the Commissioners upon request

5.5.8 All vehicles utilised by the Contractor to deliver this Service shall be identifiable as belonging to the Contractor.

5.5.9 The Contractor will not attend at a Customer’s property without a pre-arranged appointment. .

1. **TRAINING AND MANUALS**

The Contractor shall:-

6.1.1 Givea full demonstration of seating to Customers and Carers

6.1.2 Providemanufacturers user manuals and contact details to report repairs or attendances to breakdowns during warranty periods to the Customer prior to leaving the Customers property.

6.1.3 Provide 1 days training in relation to servicing and maintenance of the seating for the Authority’s maintenance team.

6.1.4 Supply seating drawings and manuals to the Commissioners containing instructions for the use and maintenance for each product.

6.1.5 Update and replace when chair type has changed, all such manuals for a period of 5 years from the date of installation.

1. **WARRANTIES**

All seating will have a minimum of:

Fabric 1 year warranty.

Frame 3 years warranty

Motor 3 years warranty.

Handsets 2 years warranty.