



# APPENDIX 1 - SPECIFICATION FOR SOFTIE ICE CREAM MACHINE SUPPLY & SERVICE

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## 1. Summary Requirement

- 1.1. Bournemouth Christchurch and Poole (BCP) Council require softie ice cream machines and servicing of the same to enable the council to sell ice cream products to customers. The supplier will ensure optimal performance and longevity of machinery through servicing and repairs and make recommendations for replacements when old machinery compromises hygiene standards.
- 1.2. Services will be a combination of planned routine maintenance and response repairs.

## 2. Scope

- 2.1. This specification applies to all ice cream machines within the designated customer service area within each ice cream sales outlet.
- 2.2. Scope includes:
  - 2.2.1. routine maintenance
  - 2.2.2. troubleshooting
  - 2.2.3. repair
  - 2.2.4. replacing end-of-life machinery
- 2.3. Servicing includes but is not limited to cleaning, lubricating moving parts, checking for wear and tear, replacing worn-out components, calibrating settings, and troubleshooting any issues that may arise.
- 2.4. The contract 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. The anticipated start date of the contract is 01 February 2025.
- 2.5. Depending on the type of machine and usage, servicing may be required on a monthly, quarterly, or annual basis.

## 3. Requirements

- 3.1. Servicing an ice cream machine requires a combination of knowledge, skills, and tools. Technicians should be trained and knowledgeable about the specific make and model of the ice cream machine they are servicing. This includes understanding its components, functions, and potential issues.
- 3.2. The provider must supply all tools for all types of machine lubricants and all consumable and maintenance products and all diagnostic equipment.
- 3.3. Technicians should follow the manufacturer's recommended procedures and guidelines for servicing the ice cream machine. This may include specific maintenance schedules, cleaning instructions, and troubleshooting steps.
- 3.4. Technicians should use appropriate cleaning supplies, such as sanitizers and degreasers, to clean machine parts thoroughly. Proper cleaning is essential for maintaining hygiene and preventing contamination of the ice cream.

- 3.5. If any components are damaged or worn out, technicians should have access to replacement parts to repair the ice cream machine effectively. It's essential to use genuine parts recommended by the manufacturer to ensure proper fit and function. Engineers should carry sufficient van stock of parts to enable repair whilst minimising machine downtime.
- 3.6. Some ice cream machines may require calibration of temperature, pressure, or other settings to ensure accurate operation. Technicians should have the necessary equipment to perform calibration as needed.
- 3.7. Establish a regular maintenance schedule based on manufacturer recommendations.
- 3.8. Frequency of servicing should be determined based on machine usage and environmental factors.
- 3.9. Cleaning:
  - 3.9.1. Thoroughly clean all parts of the machine according to manufacturer guidelines.
  - 3.9.2. Pay special attention to areas prone to buildup such as dispensing nozzles, mix reservoirs, and agitators.
  - 3.9.3. Use approved cleaning agents and sanitizers to ensure food safety standards are met.
- 3.10. Lubrication:
  - 3.10.1. Apply lubricants to moving parts as specified by the manufacturer.
  - 3.10.2. Ensure proper lubrication of gears, shafts, and bearings to prevent wear and tear.
- 3.11. Calibration:
  - 3.11.1. Periodically calibrate the machine to ensure accurate portion control and consistent product quality.
  - 3.11.2. Adjust settings for temperature, viscosity, and overrun as needed.
- 3.12. Inspection:
  - 3.12.1. Conduct thorough inspections of all components for signs of wear, damage, or malfunction.
  - 3.12.2. Check seals, gaskets, and hoses for leaks and replace if necessary.
  - 3.12.3. Inspect electrical connections and controls for signs of corrosion or damage.
- 3.13. Response times:

3.13.1 The supplier will be expected to resolve any faults in accordance with the below table:

Period of time	Length of period	Resolution time required from point of notification to the supplier
Air Festival	4 days	4 Hours
Summer Holidays	6 weeks	12 Hours
All other times	All other times	24 Hours

#### 4. Pricing and Payment

- 4.1. Pricing will be in accordance with the pricing schedule.
- 4.2. Payment mechanism will be managed in accordance with the contract terms and conditions.
- 4.3. For the avoidance of doubt, payment in advance is disallowed.
- 4.4. Annual price reviews will be managed in accordance with the contract terms and conditions.

#### 5. Standards

- 5.1. Ensure all servicing activities comply with local health and safety regulations, as well as manufacturer recommendations.
- 5.2. Regularly review and update procedures to incorporate any changes in regulations or best practices.
- 5.3. Implement quality control measures to monitor the effectiveness of servicing activities and ensure customer satisfaction.
- 5.4. Technicians must wear appropriate personal protective equipment (PPE), such as gloves and safety glasses, to protect themselves from hazards during servicing.
- 5.5. Document all maintenance activities including dates, tasks performed, and any parts replaced.
- 5.6. Develop contingency plans for handling emergencies such as sudden breakdowns or health code violations.

#### 6. Account / Contract Management

- 6.1. Provide a single, allocated Account Manager who will:
  - 6.1.1. Seek to build, develop and maintain relationship with the Council's single, allocated Contract Manager.
  - 6.1.2. Seek to build, develop and maintain relationships with all relevant teams within the Council to ensure that product supplied is a good match to specific operational requirements.

- 6.1.3. Attend annual reviews meetings with the Council's Contract Manager that may be at the Council's premises.
- 6.1.4. Attend ad hoc issue-related meetings with the Council's Contract Manager as required.
- 6.1.5. Advise the Council's Contract Manager on innovations and improvements / industry best practices which may lead to improvements in service delivery.
- 6.1.6. Provide and review Key Performance Indicator (KPI) data in KPI reports.
- 6.1.7. Provide and review management information (MI) data in MI reports.
- 6.1.8. Provide review and analysis of complaints including:
  - 6.1.8.1. Time taken to provide an appropriate response
  - 6.1.8.2. Time taken to be told the outcome of any investigation
  - 6.1.8.3. Time taken to be told about any action taken arising from the outcome of the complaint.
- 6.1.9. Provide a new rate to be added to the Schedule of Rates where the Council requires (a) service that is absent from the Schedule of Rates.
- 6.1.10. Seek to optimise value for money for the Council:
  - 6.1.10.1. Implement a plan for to improve value for money year on year.
  - 6.1.10.2. Optimise efficiency to minimise operational costs.
- 6.1.11. Provide the Council with an early warning of any situation, actual or forecast, that could impact the Supplier's ability to provide compliant service including but not limited to:
  - 6.1.11.1. new or emerging compliance standards.
  - 6.1.11.2. price instability.
- 6.1.12. Contract management meetings will be held on an annual basis. The Supplier will ensure their appropriate representative(s) attend.
- 6.1.13. Contract management meetings will allow the Council and the Supplier to review the current arrangements, resolve any outstanding performance issues, and for the Supplier to make recommendations to improve the service and make it more cost effective.
- 6.1.14. There may be a need to arrange meetings in between the contract management meetings when timely action is required, performance has slipped or where either party has identified areas of improvement to the service.
- 6.1.15. Management Information (MI) Reports will be submitted by the contractor in digital format as Excel file, to the Council's contract manager, one week prior to each contract management meeting.
- 6.1.16. MI Reports will include but not be limited to the following:
  - 6.1.16.1. Key Performance Indicator (KPI) metrics
  - 6.1.16.2. Any changes to relevant UK Regulations and Guidance will be immediately integrated into the contract
  - 6.1.16.3. Purchase Order Report
- 6.1.17. Purchase Order Report showing:
  - 6.1.17.1. Order Date
  - 6.1.17.2. Order Number
  - 6.1.17.3. Order Value
  - 6.1.17.4. Product items and quantities
  - 6.1.17.5. Name of buyer

6.1.17.6. Delivery address

## **7. Training**

- 7.1. Provide comprehensive training to service technicians on the proper servicing procedures, safety protocols, and troubleshooting techniques.
- 7.2. Ensure technicians are aware of any updates or modifications to the machine design or operating instructions.

## **8. Termination**

- 8.1. 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.

## 9. Key Performance Indicators (KPIs)

9.1. The Supplier is required to track, measure, manage and report their performance against the following Key Performance Indicators (KPIs). The KPIs will measure performance from day 1 of live service will be but not enforced for the first three months. Contractors note that the Council reserves the right to add new KPIs to address emerging issues:

KPI no	Description	Required performance level %	Performance level requiring immediate action %	Definition	Frequency of KPI Report	Means of calculation	Formula
1	Quality	98%	95%	Quality of softie ice creams dispensed to be sold to customers. This will count poor quality that cannot be sold.	Quarterly	Good Count (a) / Total Count (b) (e.g. 95 served / 100 made = 0.95 = 95%)	a/b expressed as a % to 2 decimals
2	Mean Time Between Failures (MTBF)	25 days	30 days	MTBF measures the average time elapsed between a machine's failures. It is a key indicator of reliability.	Quarterly	Total Operating Time (a) / Number of Failures (b) (e.g. 100 days / 4 failures = 25.00)	a/b expressed as a number to 2 decimals
3	Mean Time to Repair (MTTR)	30 minutes	60 minutes	MTTR measures the average time required on site to repair a machine and restore it to full functionality after a failure	Quarterly	Total Repair Time (on site) (a) / Number of Repairs (b) (e.g. 600 minutes / 10 repairs = 60 minutes per repair)	a/b expressed as an integer
4	Mean Waiting Time (MWT) - Summer Holidays	24 hours	48 hours	MWT measures the average delay experienced from logging a response repair callout to engineer attending site to commence repair.	Quarterly	Total Waiting Time from call logging to attendance (a) / Number of Response Repair Callouts (b) (e.g. 21 days / 7 repairs = 3 days per repair)	a/b expressed as an integer