

Mechanical Repair & Maintenance Services (2 Lots) Ref. DN429955

Service Specification

Lot 1 - Repairs and Maintenance £0.00 - £1500

Lot 2 - Repairs, Maintenance and Capital works £1500 – £50,000

INTRODUCTION

Blackpool Council Plan (2019-2024)

Our priorities

We have two priorities:

* [Priority one - The economy](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-one-The-economy.aspx): Maximising growth and opportunity across Blackpool
* [Priority two - Communities](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-two-Communities.aspx): Creating stronger communities and increasing resilience

OVERVIEW

Blackpool Council manages a large portfolio of properties and assets across Blackpool and in some cases outside of Blackpool. There is an on-going requirement to keep these properties well-maintained and to carry out repairs quickly, effectively and efficiently to keep them in good working order and in order to avoid costly remedial works in the future.

These assets require day to day mechanical installations and maintenance as required and on occasions Capital Works. The assets include schools, leisure centres, libraries, day care centres, buildings of historic significance, offices and operational buildings.

Contractors must confirm that:

* works will be carried out in compliance with the Fire Prevention on Construction Site Joint Code of Practice (JCOP)
* no hot works are to take place without prior approval from Blackpool Council Property Services by way of a Hot Works permit

Mechanical Services

Blackpool Council is seeking to appoint Contractor(s) to undertake the reactive day-to-day Mechanical repairs, maintenance and potentially capital works (please refer to Electrical SQ document if this is also of interest).

The Mechanical requirements have been separated into 2 lots.

* Lots 1 Repairs and Maintenance £0.00 - £1500
* Lot 2 Repairs, Maintenance and Capital works £1500 – £50,000

These requirements include:

Providing a working environment for the building users and tenants that fulfils Blackpool Council’s obligations as defined in the lease(s).

Making adequate arrangements for the Health and Safety of persons in and around Authority buildings and fulfilling all safety requirements, particularly with regard to The Health & Safety at Work. Act, 1974.

All Contractors must provide their own access equipment including step ladders and mobile tower scaffolding as part of the Contract price, Contractors will not be allowed sites own access equipment. The Council will not be responsible for these costs.

How the Mechanical Contracts will operate

Mechanical Lot 1 - £0.00 - £1,500

Scope of Works / Services

This work will be awarded to a **single** Contractor to undertake day-to-day mechanical installations and maintenance as required, on a range of mechanical systems including MCW, DHW and general plumbing items, to a range of buildings across the Council’s portfolio as detailed above.

Preparing or reviewing and updating a list of all the company's equipment within a building (hereafter referred to as the Asset register) and to supplying a copy of that register to Blackpool Council.

Price increases may be negotiated during an annual price review in conjunction with Blackpool Council. It is an expectation that prices will be kept in line with the Consumer Price Index (CPI).

The work is varied by nature and consequently Blackpool Council cannot guarantee volumes or values of work that might be required on this contract.

The scope of the works will typically include, but not be limited to small, general, routine repairs – typical examples given:

* Repairing leaks on copper, plastic, lead and iron pipework up to 35mm diameter.
* Repairing or replacing various sanitary ware products and POU water heaters.
* Repairing or replacing various valves and fittings up to 35mm diameter.
* Repairing or replacing cylinders and water heaters feeding washbowls, sinks, showers etc.

These examples are not intended to be exhaustive.  A list of jobs carried out in a recent 12 month period is given in the supporting information.  You are advised to consider this when deciding if you are able to meet the requirements of this contract, please consider the volume, type, geography and timing in order to ascertain your capacity and skills to carry out the required duties.

***Please note*** that in the event of a Health & Safety or sensitive situation the Council reserves the right to authorise works in excess of £1500 to the Lot 1 contractor (in emergencies only), this work must only be carried out after seeking expressed permission from the Council’s Authorised Officer.

Response Times:

Response times for smaller jobs / turnaround times:

|  |  |
| --- | --- |
| 1hr | Make safe within 1 hour (full repair within 1-5 days) |
| 1 day | Make safe within 1 day (full repair within 1-5 days) |
| 5 days | Attend and repair within 5 days |
| 10 days | Attend and repair with 10 days |

Note: For 1hr and 1 day calls - It is expected that buildings are not left in a situation that negatively affects the running of the building for any longer than is absolutely necessary.

Emergency Call-Out Facility

The contractor shall advise full details of their emergency call out system that they maintain. The use of a telephone answering machine or message service is not acceptable for call outs and calls must be answered in person.

Out of hours timeframes will be between 06:00 to 08:00 hrs Monday to Friday, weekends and bank holidays. The contractor’s out of hours rate will be highlighted separately to the normal day rate.

It is a requirement of the contract that emergency call outs are responded to within 1 hour from receipt of call. The contractor must make safe or resolve the issue at the time of attendance.

A work sheet report following the call out will be emailed to the supervising officer within 24 hours of the call out detailing what work was carried out and if any further work is required.

Repair & Maintenance Work Allocation Process

All jobs will be issued via email from the Councils P2.net system which will include a copy of the official order for that particular job. Where jobs are 1 hr or 1 day they will be called through via Property Services Technical help desk with an order number and the official order to follow via email.

Engineers should not take instructions directly from non-technical staff on site and must refer any queries back to Property Services.

The successful Contractor will have access to P2.net and will be expected to record any relevant information against the order and use P2.net as a communication tool with regards to the orders raised by way of leaving notes and information requests. Technical helpdesk is also contactable via (01253) 47 6000 if required.

Once a job has been completed the Contractor shall update P2.net to confirm completion with the date completed.

Contractor shall raise *INDIVIDUAL* invoices against each order raised and input them direct on the e-invoicing system within P2 with 30 days of the order being raised.

The Authority cannot guarantee the amount of business which will be generated to the successful tenderer - any stated volumes, quantities or usages are a guide only. Should the Council’s requirements or budget alter these will be subject to change and may increase or decrease accordingly. It is expected that the successful tenderer is adequately resourced to accommodate such changes and will provide a total supply / service for the required period, whether greater or smaller at the tendered rates.

Mechanical Lot 2 - £1,500 - £50,000

Scope of Works / Services

This lot will be awarded to a framework of up to **3** Contractors to undertake day to day mechanical repairs, maintenance and capital works as required on a range of mechanical systems including MCW, DHW and general plumbing items, including larger Capital installations and refurbishment. , again from a range of buildings across the Council’s portfolio.

Submissions will be assessed on the basis shown in the instructions document. The 3 highest scoring Contractors will be placed on the Framework.

When suitable work is identified, all 3 Contractors will be asked to submit bids. It is a requirement that the Contractor must apply for 80% of the work offered that is offered. This will be measured by the Contract Manager at Blackpool Council.

The scope of the works will typically include, but not be limited to small, general, routine repairs – typical examples given:

* Installing various sanitary ware products (as part of capital or quoted works).
* Installing various valves and fittings up to 35mm diameter (as part of capital or quoted works).

Installing cylinders and water heaters feeding washbowls, sinks, showers etc. (as part of capital or quoted works) Contractors are expected to take an active part in the framework and will be expected to adhere to the rates as submitted in the Pricing Schedule. Price increases may be negotiated during an annual price review in conjunction with Blackpool Council. It is an expectation that prices will be kept in line with the Consumer Price Index (CPI).

The work is varied by nature and consequently Blackpool Council cannot guarantee volumes or values of work that might be required on this contract.

Response Times

When requested, contractors will be expected to provide competitive quotations for repair/replacement work within three days from receipt of enquiry. On larger schemes, contractors will be expected to provide quotes as a main contractor or to a main contractor, within the timescales set out in that particular tendered work.

Work Allocation Process

All work (with the exception of emergency Health & Safety repairs or a sensitive situation) over the £1500.00 threshold will be offered for competitive quotation among the three successful tenderers. The successful companies will all be put forward to any main contractor carrying out work for Property Services as our preferred supplier. Main contractors must obtain quotations from the Council’s preferred contractors, but do have the right not to use the Council’s preferred list if they choose not to.

Engineers should not take instructions directly from non-technical staff on site and must refer any queries back to Property Services.

Social Value

A key aim of the Council’s Procurement and Commissioning Strategy is to provide a platform to increase community benefit and develop further the strong foundations that have already been put in place to implement the Public Services (Social Value) Act 2012.

SERVICE OUTCOMES & PRINCIPLES

The following outcomes have been identified as a priority for this contract. This list does not preclude other outcomes from being agreed in the future.

* Client Satisfaction with the service
* Services completed within budget
* Services completed on time
* Services completed in full
* Zero health and safety incidents
* Reduction in environmental impact and improvements in sustainability and environmental performance
* The avoidance of disputes
* Improvement of all parties’ reputation
* Social Value
* Zero call back for fault rectification “Fix it first time”
* Future remedial / improvement works/services identified in good time
* Lot 2: 80% of work offered is accepted

SHARED VALUES / CONDUCT

All parties are expected and encouraged to work together in an open, co-operative and collaborative manner and in a spirit of mutual trust and respect with a view to achieving the Service Outcomes.

Communication: Dialogue between all parties shall be maintained, supportive and helpful.

Knowledge sharing is encouraged and should be freely given where it is of benefit or assistance to any of the project participants.

Health & Safety shall be of paramount importance to all parties with adequate risk assessments in place.

Value Engineering: The Contractor is required to be pro-active in applying value-engineering principles to all projects undertaken on this framework and in suggesting changes which, if implemented, would result in financial or operational benefits to the Council. This may involve the further supply chain and the Contractor is expected to liaise with and co-ordinate any activities required.

Sustainability: The Contractor is encouraged to explore ways in which the environmental performance and sustainability of the works could be improved.

Supply Chain: The Contractor is responsible for supply chain management and will keep the informed of any changes to the identified supply chain. All those involved in the delivery of any projects should share the values given here and in the Supplier Charter.

Site Security: All sites should be kept safe and secure.

Availability of Service

It is anticipated that all services shall be carried out during normal working hours (between 08:00 and 18:00 hrs) except for premises where safety requirements dictate a need for out-of-hours working, or in an emergency situation.

Travelling time and mileage costs shall be incorporated into the tender price and will not be paid separately for, call outs, breakdowns or projects.

The hourly rates shall remain fixed for one year from commencement date of the Contract. Any subsequent annual adjustments shall be in accordance with the terms of the Contract.

Contract Review

At intervals not exceeding one month, a contract review meeting shall be held at the Authority offices to review the performance of the contract. A senior manager from the contractor shall attend and should be prepared to supply full details of the works carried out for the month prior.

The Council will monitor the contractor in respect of maintenance and repairs and will each month select a percentage of works completed to be inspected. The contractor will be expected to provide (where required) an engineer, free of charge, to assist in the inspection. It should be assumed that no more than two hours per month will be required for this service.

Good Housekeeping

All areas occupied or used by the Contractor shall, at all times, be maintained in a clean and tidy condition and kept in good decorative order.

All works are to be carried out to the full satisfaction of the Council, or their appointed representative.

All waste resulting from the performance of maintenance duties shall be promptly removed from site and disposed of in accordance with current legislation at no additional cost. If the waste is not removed in a timely manner, the Council reserves the right to have the waste removed and seek to recover costs from the contractor.

Documentation in support of compliance with Duty of Care Regulations shall be copied to the Authority as required. The accumulation of combustible materials is strictly forbidden.

The Contractor shall strive to recycle waste materials wherever practicable.

The Contractor shall carry out his duties in such a manner as to afford the building occupiers quiet enjoyment of their premises and so as to avoid disruption of their activities.

Any defect, failure to meet current British Standard requirements, or potential safety hazards noticed by the Contractor within a building, whether forming part of the maintenance or not, must be reported immediately to the Council.

The discovery of asbestos in a friable condition must be reported immediately to the Council.

The Contractor shall adhere to at least the minimum standards of the British Standard appropriate to the equipment / installation concerned, and in accordance with HSE guidance.

If any portion of the work reasonably and obviously inferred to be necessary is not expressly described, the Contractor shall execute the same in a satisfactory manner without extra charge.

All specialised documentation, including logbooks shall be provided at the Contractor’s cost.

Seasonality & Term-time

There is no specific seasonality identified as a result of this contract, however, different types of problems may become apparent at different times of year e.g. leaks after heavy rains in autumn / winter.

Schools may require more work to be done in school holidays to avoid disruption during term time.

Staffing/Qualifications

The company must be Gas Safe and WIAP accredited.

The Contractor shall provide only competent labour and fully trained staff and his responsibility in this respect shall be extended to the employment of Sub-Contractors. At the onset of the contract the Contractor will provide a detailed list of all competent labour to be employed on the contract and qualifications held by each employee. This will include qualifications, training courses etc. This shall also be extended to the Sub-Contractor labour force.

It is the responsibility of the Contractor to provide a sufficient site labour force which will cover all holiday and sickness requirements at no additional cost to the Council. This will be rigorously enforced.

Prior to the start of this contract the Contractor must have completed DBS checks on all staff who may visit any property as scheduled within this tender specification.

The Contractor shall ensure that all staff have the correct valid CSCS card (if applicable) suitable for the duty employed.

Materials

There is no overall product specification covering the asset portfolio, therefore in most circumstances the product chosen should match existing unless agreed with the Authority prior to installation. All materials should be fit for purpose and achieve all relevant standards for the intended use.

Health and Safety

The Contractor and its staff shall comply with all relevant statutory requirements, and shall carry out all servicing and repairs to a standard that will enable the Council’s obligations under the Health & Safety at Work etc. Act 1974.

The Contractor's staff shall be required at all times to perform in a manner that is safe both to themselves (including the wearing of safety harnesses and/or hard hats when appropriate) and safe to office staff or to pedestrians or motorists who may have to pass in the vicinity of the work in progress.

The Council’s Representative or Safety Officer shall have the authority to immediately stop the Contractor's staff if they are considered to be working in an unsafe manner, and they shall not resume until a safe method of working has been agreed. Any cost or delay resulting there from shall be the responsibility of the Contractor.

The Contractor shall submit a copy of his Company's Health & Safety Policy Statement for retention by the Council.

Assessment of Risks

The Contractor, in fulfilling his statutory duty-of-care to his employees under the Management of Health & Safety at Work Regulations 1999, shall make an assessment of the risks to which the Health & Safety of his employees would be exposed whilst they are at work; and of the risks to the Health & Safety of persons not in his employ out of or in connection with the conduct by him or his undertaking.

The Contractor must provide a risk assessment pertaining to the actual premises and equipment in question, and not premises or equipment in general.

The Contractor shall undertake a full written assessment, taking into account his entire sphere of operation and recording all significant findings of that assessment.

A copy of each risk assessment shall be submitted to the Authority with a clear and prioritised indication of any remedial measures that need to be implemented.

The Contractor shall regard the risk assessment(s) as a duty to be carried out within the contract price for the whole job and at no additional cost to the Council.

Best practice and industry knowledge:

Industry best practice must also be demonstrated. If there are any new techniques, products or practices that would improve the efficacy, efficiency, finish or value then the Contractor has an obligation to share such knowledge with the Council.

Geographical coverage:

Most properties and assets will be located within Blackpool with some notable exceptions of some schools located as far away as Preston. Please refer to the Asset List for a full list of possible assets that are covered under this agreement.

Building Occupiers & Disclosure & Barring Service:

Properties may be vacant or occupied while the work is being carried out and consideration will need to be given to other building users, neighbours and businesses. This will depend on the scope and scale of the work being undertaken. If required, the Contractor is expected to provide Enhanced DBS certificates for staff working on certain projects e.g. school jobs.

Warranties:

All work on this contract should carry warranties, the following is required as a minimum:

* Product Warranties: As manufacturers standard

Access to Premises

The Contractor's engineers, on entering premises shall sign-in and register with Reception or Security and make themselves known to the site supervisor or other party responsible for equipment or the premises.

Engineers shall also sign out so a true record of time is recorded for time spent in premises.

The Contractor shall be responsible for establishing if free parking facilities are available at the premises in question. The Contractor shall assume that on-site parking is not available except where agreed in advance with the Building Manager or other party controlling the parking arrangements, on each occasion.

The Authority shall not be liable for any parking meter charges or parking fines that may be incurred by the Contractor as a result of carrying out work at the premises.

The engineers shall co-operate and comply with any Permit to Work or CDM procedures that may be in force at the time in the premises concerned.

Personnel

The Contractor should be clearly identifiable and provide personalised identification tags that carry the following information and are to be displayed clearly whilst carrying out duties: -

* Name of Company
* Name of Individual
* Issue Date
* Up-to-date Photograph
* DBS number

The Contractor's staff shall be required to confine themselves to the essential areas of work. Access to areas not deemed necessary and the general office areas shall be prohibited except in the strict line of work or in a fire or medical emergency. In the event of such an emergency or drill, the Contractor’s staff shall be required to evacuate the building with the other occupants.

The Contractor shall be entirely responsible for guarding against the theft of his own vehicles, tools, materials, equipment etc., including any replacement parts awaiting fitting. The Authority shall not accept liability for any such losses howsoever occurring.

Issues arising on site:

In general, any issues which alter the time, cost or practical delivery of the project should be reported as soon as possible to the Council.

The Contractor must ensure that their employees are fully trained and competent in identifying asbestos. The discovery of asbestos in a friable condition must be reported immediately to the Council. Personnel shall comply with all site rules whilst working on any premise or project.

Quality & Finish:

Workmanship must be top quality.

In general, products should be fixed and installed accurately and in accordance with manufacturer’s instructions.

Finished work should not be defective, damaged, dirty, faulty or out of tolerance.

Workmanship should be to a standard which meets all relevant regulations and codes of practices.

Maintenance Requirements:

Work must be carried out with ease of maintenance in mind e.g. services should be accessible.

Where an access platform/scaffold is required the contractor will allow for suitable access equipment up to 6 metre working height as part of the contract. The Council WILL NOT pay the hire costs for any working access required below this working height.

Materials and parts:

Contractors must provide their own materials (as specified) unless otherwise stated. Materials supplied should be consistent e.g. same type / matching in accordance with any specification given or to match existing. Where a particular make / model is required this should be provided. Any substitute products / materials must be agreed with the Authority in advance.

The Contractor must ensure that, wherever applicable, all materials used and replacement parts shall conform to all relevant British Standards.

Materials must be new unless otherwise agreed with the Council.

Documentation:

Product Documents, if applicable, should be provided to the Authority including but not limited to:

* Warranties / Guarantees
* Operating instructions
* Maintenance schedules
* Installation guidance.
* Any commissioning certification
* Any other documentation as appropriate

Where products are not documented they should be of a kind and standard appropriate to the nature and character of that part of the works where they will be used. Suitable for the purposes stated or reasonably to be inferred.

Tools:Contractors should provide all tools, small plant and equipment to fulfil the job.

Tradespeople should be skilled, competent and trained in their correct use.

Skip Hire, Permits, Vehicles & Other ancillary items:When pricing for a project, skip hire and all other ancillary items should be included in the quote. The Contractor shall strive to recycle waste materials wherever practicable.

It is the Contractor’s responsibility to arrange the ancillary items as required.

Contractors must hold and maintain throughout the period of the Framework all valid licences and permits lawfully required for the provision of the service. Copies of such licenses shall be required together with details of membership of any applicable trade organisation. Copies of documents e.g. waste transfer notes shall be made available to the Authority as required.

Any vehicles utilised under this contract should be in good repair, fit for purpose with valid MOT, road tax and insurance. Vehicles should be parked legally, courteously and allow access for emergency vehicles at all times.

The Authority will not be liable for any costs not outlined in your cost proposal. The price given is expected to be a fully inclusive price.

Resourcing & Supervision:Resourcing and Supervision, if required, at site will be undertaken by the Contractor.

For projects, the Authority will be available on site periodically and will be on hand to answer any queries that may arise or to consult over any issues.

Personnel & Sub-Contracting Issues:The Contractor shall select, employ, train, furnish and deploy in and about the performance of these services only such persons as are of good character and who are appropriately skilled, trained and experienced. The contractor will only use sub-contractors with the express permission of the Council’s authorised officer.

The Contractor has the responsibility for training personnel and keeping qualifications and industry knowledge up to date for the contract period.

The Contractor is responsible for ensuring that all personnel employed on a project are equipped with relevant PPE e.g. safety boots, goggles as necessary.

The Contractor is responsible for welfare of personnel whilst at work.

Personnel shall comply with all site rules whilst working on projects or at premises.

All personnel remain in the employment of the successful Contractor for the duration of the contract. The Authority shall have no responsibility for payroll, pensions or any other HR related issues. The successful Contractor should ensure that personnel employed on this contract have the relevant employment contracts in place with such personnel (e.g. have the right to work in the UK, hours, conditions, pay rates, holiday entitlements all should align with those required by this contract etc.). The successful Contractor shall comply with any statutory requirements in relation to recruitment.

The successful Contractor shall use all reasonable endeavours to ensure that its subcontractors are managed appropriately. The same standards and requirements expected of the main Contractor shall be extended to any sub-Contractors e.g. trained, competent, supplied with PPE and tools etc.

**Conduct & Behaviour:**

The personnel provided for the purposes of this contract shall behave at all times in a courteous and polite manner to all building users and neighbours.

* Being prompt when an agreed time has been organised to have works undertaken.
* Uniforms and ID badges to be worn at all times.
* Being clean, properly dressed, taking off soiled shoes or boots (or using overshoes) before entering premises.
* Not smoking/or vaping in properties or directly outside.
* Observing any reasonable cultural or religious requirements that the clients may have.
* Discussing the work with the relevant client on arrival and agreeing on how it is to proceed, keeping the client or the Authority regularly updated on the progress of the job, particularly when the work will require more than one visit to complete.
* Not playing radios or headsets in areas where it could cause disruption to clients.
* Always using dust sheets where mess is likely to result from the works.
* Always leaving a calling card if the client is not in when access is required.
* Always showing identification cards before seeking entry for the first time.
* Never using bad language or speaking in a way which may cause offence to any member of the community.
* Always clearing up promptly any mess left as a result of the works carried out.
* Not using any of the client’s facilities without their prior permission.
* Taking all reasonable steps to ensure the security of the property and possessions.
* Not to speak negatively to any building user or member of the public about any aspect of the Council.
* Not to speak negatively to any building user or member of the public about previous works or works done by another Contractor.
* Vehicles used for delivery of this contract shall be parked considerately so as not to cause obstruction to traffic, neighbouring properties or other road users.

**Health & Safety Provisions:**

The Contractor and his staff shall comply with all relevant statutory requirements, and shall carry out all works to a standard that will enable Blackpool Council’s obligations under the Health & Safety at Work etc. Act 1974 to be met.

The Contractor’s staff shall be required at all times to perform in a manner that is safe both to themselves (including the wearing of safety kit and PPE) and safe to residents and all other persons likely to be affected by the Contractor’s activities, including members of staff and members of the public.

Blackpool Council shall have the authority to immediately stop the Contractor’s staff if they are considered to be working in an unsafe manner, and they shall not resume until a safe method of working has been agreed. Any cost or delay resulting there from shall be the responsibility of the Contractor.

If applicable, the Contractor shall submit a copy of his Company's Health & Safety Policy Statement for retention by Blackpool Council.

The Contractor shall act as the Principal Contractor and shall provide for the health, safety and welfare of people at work and those who may be affected by their operations. They must be able to demonstrate how they meet their employer’s duties under ‘The Health and Safety at Work Act 1974’ and ‘The Management of Health & Safety at Work Regulations 1999’. The Principal Contractor will ensure they are aware of and comply with their duties under relevant acts, regulations and standards as applicable to their area of operations. This will include but not be restricted to ‘The Construction (Design and Management) Regulations 2015’ and associated legislation. In particular, they must have policies and procedures that ensure:

* risk assessments;
* safe systems of work;
* method statements and
* work permits

are implemented as applicable.

Assessment of Risks:

The Contractor, in fulfilling his statutory duty-of-care to his employees under the Management of Health & Safety at Work Regulations 1999, shall make an assessment of the risks to which the Health & Safety of his employees would be exposed whilst they are at work; and of the risks to the Health & Safety of persons not in his employ out of or in connection with the conduct by him or his undertaking.

The Contractor must provide a risk assessment pertaining to the actual premises and equipment in question, and not premises or equipment in general.

The Contractor shall undertake a full written assessment, taking into account his entire sphere of operation and recording all significant findings of that assessment.

A copy of each risk assessment shall be submitted to the Authority with a clear and prioritised indication of any remedial measures that need to be implemented.

The Contractor shall regard the risk assessment(s) as a duty to be carried out within the contract price for the whole job and at no additional cost to the Council.

Payment and Invoices

The Contractor shall upload their invoices electronically onto the Councils P2.net data base system. Invoices cannot be uploaded without an order number from Property Services. The invoice must be accompanied by the job/work sheet relating to the order, containing the following information;

* Name/address of property.
* Name of operative.
* Time of arrival.
* Time of departure.
* Signature of authorised person on site
* Date(s) work carried out
* Order number
* Description of work carried out
* Labour charge showing hourly rate and number of hours
* Materials used, itemised and price shown

VAT where applicable shall be shown separately on all invoices as a strictly net extra charge.

All job/work sheets must be completed in full and uploaded with the invoice otherwise the invoice may be returned unpaid.

Payment will be made as soon as the Contractor’s accounts have been agreed and processed by the Authority within 30 days of receipt of invoice.

Insurance:

Blackpool Council requires the successful bidder to have, or commit to obtain, the following levels of insurance. You will be required to provide evidence of insurance prior to contract start.

The Authority will reserve the right to request sight of these at any time during the lifetime of the contract.

|  |  |
| --- | --- |
| **Insurance Type** | **Level** |
| * Employer’s (Compulsory) Liability Insurance | £5 million |
| * Public Liability Insurance | £5 million |

\*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.

Protection of Children and Young Persons

The protection of children and young persons from potential sex offenders and other undesirable people is of paramount importance, as is the protection of all vulnerable client groups from any form of abuse. The Contractor will be required to ensure that the appropriate level of vetting check is carried out through the Criminal Records Bureau for all employees and subcontractors who will be working with children and vulnerable people to determine the existence and content of any criminal record or other information relating to their suitability to have contact with children/young persons or vulnerable adults. For the avoidance of doubt the Contractor shall not provide employees and subcontractors with previous convictions relating to offences involving children/young persons or vulnerable adults. Neither shall the Contractor provide employees and subcontractors where information has been provided indicting that they are unsuitable to work with children/young persons or vulnerable adults.