**TRI-BOROUGH**

**(London Borough of Hammersmith & Fulham, Royal Borough of Kensington & Chelsea and Westminster City Council)**

**SERVICE SPECIFICATION FOR THE PROVISION OF ENGINEERING INSPECTION**

**Introduction** **and Scope**

The Tri-Borough Insurance Service - London Borough of Hammersmith and Fulham (LBHF), Royal Borough of Kensington and Chelsea (RBKC) and Westminster City Council (WCC) - came together with effect from 1st April 2012 to: -

* Reduce operating costs
* Achieve savings from aggregated procurement
* Contribute to economic growth by working together

The Service’s responsibilities include procurement and contract management of the Engineering Inspection contract for each of the three authorities.

This service is required to comply with each of the Council’s statutory obligations for certain items of plant such as Lifts and Boilers, ensuring they are certified as safe for continued service in compliance with the Health and Safety Executive regulations.

This compliance testing must be carried out by certified and qualified engineers independent to those responsible for routine maintenance and repair services at the Council.

Failure to arrange Engineering inspection would result in failure to discharge statutory duty for a system to certify plant is safe for operation and may lead to prosecution or fines from the Health and Safety authorities.

The assets are in buildings owned or managed by the participating authorities and include:

* Corporate buildings
* Leisure Centres
* Libraries
* Housing/Residential
* Schools

The list of assets and locations can be found in Appendix 2.

The number of assets may vary over the life of the contract and the Authorities reserve the right to add and remove assets as required.

The Authorities also reserve the right to request a proportionate price adjustment before the contract start date, upon notification of a final list of assets and locations.

The current Engineering inspection providers are as follows:

|  |  |  |
| --- | --- | --- |
| **Authority** | **Current Provider** | **Renewal Date** |
| London Borough of Hammersmith & Fulham | Bureau Veritas | 1 April 2020 |
| Royal Borough of Kensington & Chelsea | Zurich | 1 April 2020 |
| Westminster City Council | Bureau Veritas | 1 April 2020 |

Please note no Engineering Insurance cover is required.

**Engineering Inspection Service Requirements**

**General inspection Service requirements**

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| --- | --- | --- |
| **Service** | **Examination** | **Frequency** |
| Lifting Equipment | 6-Monthly Thorough Examination of Lifting Accessories | 6-Monthly |
| Lifting Equipment | 6-Monthly Thorough Examination of Lifting Equipment for Lifting/Lowering Persons | 6-Monthly |
| Lifting Equipment | Annual Thorough Examination of Lifting Equipment for Lifting Goods/Equipment Only | Annual |
| Mechanical Plant | A Written Scheme of Examination is in place for relevant Pressure Systems | Annual |
| Mechanical Plant | Pressure Systems are Examined in accordance with their Written Scheme | Annual |

* Periodic Examination of Boilers lifts, lifting equipment(s), and other Items as per the Schedules in Appendix 2 ensuring compliance with the Council’s statutory obligations.
* The Service includes the issue and updating of appropriate documentation as well as advising the Authority on statutory requirements and industry practice.
* This compliance testing must be carried out by certified and qualified engineers independent to those responsible for routine maintenance and repair services at the Council.
* Witnessing of hydraulic pressure tests and five yearly reviews of Written Schemes of Examination to meet the requirements of the Pressure Systems Regulations.
* Initial interpretation of ultrasonic NDT reports on boilers and pressure vessels to satisfy current legislation.
* On site audit during each inspection to verify all plant present against schedule – new items requiring statutory inspection and only statutory inspection to be added and advised to the Council contacts to be provided.
* Inspection certificates to clearly state whether or not the asset in question requires inspection as a statutory requirement.
* Confirmation that all plant will be inspected at least 30 days prior to expiry of current statutory certification and immediate reporting if attainment or adherence to this service standard is in doubt.
* Weekly summary reporting by plant schedule sub group as detailed below confirming % of inspections on target; allocated resources for the following week and expected % on target by week’s end.
* Indemnity against all costs, fines and any ensuing investigation charges imposed by the HSE or similar body against the Authorities arising directly from supplier failure to deliver upon the contract and service specification provisions including appropriate site audit activity to indentify new plant at regular inspection visits.

**LBHF Specific Service Requirements**

* A clear method of notifying the responsible LBHF officer when a defect is noted, or an inspection is missed.  For example, an email sent directly to the LBHF officer or to a generic LBHF email inbox. At present the method is two officers from LBHF are notified of defect, (by phone and email) which is then registered on its tracker system and urgent work raised with contractor with completion date given.
* Appointments to be made by engineer for each inspection 48 hours prior to site visits. Prior notification required to ensure inspections are permitted and therefore completed. No cold calling should be carried out, all visits must be agreed with a minimum of 24 hours’ notice.
* A follow-on process if access is not possible, i.e. engineer to call LBHF Facilities Management helpdesk number. Engineer to demonstrate actions taken to attempt site access before raising any abortive fee.
* Housing inspections to be carried out between the hours of 9am to 5pm Monday to Friday. Process to be agreed for stair lifts in domestic properties, including contact arrangements with residents. GDPR must be stringent on these properties, as personal information is used.

* Notifications to be given on a monthly basis for non-visits, with possible alternative dates to be arranged, this is essential with stairlifts and Hoists.
* Clear process of additions/deletions, to avoid a wasted visit and embarrassment on site.

**RBKC Specific Service Requirements**

* The Royal Borough of Kensington and Chelsea have all Statutory Compliance activities to the Corporate Property Estate managed through the TrackRecord Statutory Compliance Management System operated by Jacobs Consulting.

The Service Provider shall operate the delivery of the Services:

* Identify specified system users.
* Arrange and undertake training on the system for users.
* Establish mechanisms for receiving and updating tasks including the transfer of all records and documents with Jacobs, either through integrated connectivity or document transfer.
* Provide a 12-month programme of service delivery within 30 days of appointment. Confirmation that all plant will be inspected at least 30 days prior to expiry of current statutory certification and immediate reporting if attainment or adherence to this service standard is in doubt.

**WCC Specific Service Requirements**

* All Housing inspections attended by a minimum of two lift personnel, one of whom shall be a skilled competent Lift Engineer. The other shall have accreditation for safe working on lifts. This is to ensure that a `Thorough Examination’ is completed, and no test called for due to insufficient labour.
* If the City Council has grounds for concern about any Operative, it may require the Service provider immediately to cease to use the Operative on the Works. The City Council shall not be liable to the Service provider or the Operatives in respect of any liability, loss or damage caused by such requirement and the Service provider shall indemnity the City Council from any claim made by such Operative.
* The Service provider shall ensure that its Operatives comply with any reasonable instruction from the Client Representative.
* The Service provider's Manager shall be available by mobile telephone, e-mail etc. during Normal Working Hours.
* 1 month prior to the start of the contract the Service Provider will furnish the Client’s representative with a programme of inspections, for the 1st month and the 7 days before the start of the following month the next month’s programme.
* All works must be carried out between 8am-5pm Monday to Friday, unless authorised by the client representative.
* The Client shall be contacted 24/7 by the Service provider immediately upon the following:

 a) If delayed in reaching lift within prescribed time.

 b) If Examination cannot be affected immediately.

 c) Attendance to Vandalism/Misuse call out.

 d) If the E.M.U. is out of order.

 e) All health and safety matters.

* The Service provider’s engineer shall report immediate and time qualified defects immediately by Electronic device such as a PDA or similar approved device to the client, giving a full detailed description of the fault.
* Whenever the Service provider attends to a lift installation fitted with an E.M.U. unit, the Service provider shall log in on arrival and log off on departure (the Client Representative shall advise on the procedure). If the Service Provider fails to log out from the E.M.U. and fails to return to do so within two hours, it will become necessary for the Client Representative to attend site to re-set the system. In such cases the Service Provider will be charged for the Client Representative’s attendance at the Client Representative’s hourly rate plus travel costs.
* The Service provider is to allow for adequate warning signs to be posted at prominent locations to advise employees, residents, staff, other occupants and the public that the installation is undergoing an examination. The type and style of the warning signs is to be approved by the Client Representative prior to their use on site and must be posted in a position where it will not cause damage to the cosmetic finishes of the building. The Service provider will be responsible for the cost to repair/make good any such damage caused. It is the responsibility of the Service provider to ensure the signs stay in position, and he/she will replace them as required.
* The Service provider shall provide and use a lightweight portable barrier when carrying out the works, to comply with the requirements of the Code of Practice for Safe Working on Lifts and in accordance with HSE Guidance Notes. The Barrier is to be used **at all times**. The portable barrier shall have safety signs (BS5378), on each exterior section: "DANGER LIFT WELL" with hazard Warning symbol: "NO UNAUTHORISED ACCESS" with prohibition symbol: LIFT OUT OF SERVICE" with hazard warning symbol.

**Service Quality & Performance**

* Please provide details of your current rate of overdue inspections (i.e. how many items of Plant do you **not** inspect on time), and your current rate of missed inspections (i.e. where plant is **not** inspected even though it is available for inspection).
* Please provide details/evidence of the percentage of your organisation's inspections that are undertaken on time.
* Please provide details of the oldest outstanding inspection (excluding Plant not Available inspections).
* Please advise whether you have had to implement a client recovery plan to address overdue inspections within the past 5 years.
* Please advise whether you have had to implement a client recovery plan to address overdue inspections within the past 5 years and have failed to comply with the recovery plan.
* Please confirm your agreement to contract review meetings. These will be held quarterly between the service provider’s contract manager, the respective authority and the Tri-borough insurance services team. The Contract Manager will be required to attend these meetings as part of the service. The Authorities reserve the right to increase or decrease the frequency of these meetings depending on the performance of the services.
* Confirm what steps you will take to ensure budgetary certainty i.e. whether the cost will rise no more throughout the period of the LTA than by the Average Weekly Earnings Index or whether you can you offer a rate guarantee for the period of the LTA.
* Confirm what your rates/costs for recalls are, due to Plant being unavailable.
* Confirm that you will inspect all items on the Plant List, and especially that you have taken account of the lists of buildings six storeys or higher for housing lifts and what the inspection intervals are for various items of plant/equipment.
* Confirm your electronic reporting procedures, especially where serious defects are discovered.
* Confirm what support you can give to the Council in terms of expert advice, training and information to maintain awareness of engineering issues.
* Provide details of any of the nationally recognised quality standards achieved.
* Confirm your charges for adjustments to plant during the year e.g. 50% or 100% of the annual charge.
* Identify which items of plant or equipment to be inspected would be subject to inspection by sub-contractors. If you are sub-contracting out any elements of the service – which parts and who this will be sub-contracted to. Your answer should include how you monitor the performance of subcontractors.
* Confirm what refund you will give for any inspections that were not carried out on the plant specification supplied at tender due to reasons within your control.
* Confirm the number of teams and engineers to be assigned to the contract.
* Confirm how you will manage absence to ensure no inspections are missed.
* Performance management – outline how you monitor performance.

**Maintenance and update of real time plant schedules divided by Authorities and type**

The schedule needs to contain the minimum of: -

* Description of plant item
* Plant type
* Address where item is located
* Post Code (six figure)
* Client asset reference
* Date of last inspection
* Date of next inspection
* Inspection outcome – i.e. Category of defects requiring action in specified timeframes or clear
* Inspection frequency required
* Three client definable fields and a system to enable client entry to confirm details like action taken and date following defect notification.

Plant schedules to be split as follows and the annual fee separated as follows: -

* Corporate
* Housing
* Schools (Leisure & Schools for RBKC only).

**Governance, method statement and business continuity arrangements**

Please provide details of the above for evaluation including but not limited to the following: -

* Contract performance monitoring – please detail how you will internally monitor contract performance and what your escalation process will be for occurrences affecting service delivery.
* Method statement explaining your onsite inspection method, data recording and report issuing including timescales and escalation for serious defects.
* Business continuity arrangements providing assurance of data backup for plant schedules and service continuity in the event of staff absence/departures.
* Health & Safety - please evidence high quality health and safety management to meet our corporate aims to reduce accidents on our premises and improve contractor alignment with our health and safety policies. For example, membership of a safety scheme (in date), health and safety training matrix for managers and engineers, copies of generic risk assessments for entry into plant rooms, lift motor rooms, etc.

**Reporting Medium**

* Reports are to be delivered and stored electronically using an appropriate system. Please detail the specification and features of the system you would provide to assist the Council in the "management" of its plant and reports. Please see the table below.
* The Council would require all bidders to provide access to a suitable system through which they can monitor the service and access the Inspection records. The following items are the **essential** requirements for such a system and the contract generally. Within the overall Service Criteria, the bidders proposed system will be assessed.

|  |  |  |
| --- | --- | --- |
| 1 | Electronic Reporting |  |
| 2 | Ability to download inspection data into Excel or similar format  |  |
| 3 | Ability to draw down Management information on Inspection activity - inspections on time, Plant not available etc.  |  |
| 4 | Functionality for users to add/store notes to the reports - i.e. progress or completion of defects |  |
| 5 | Retrieval facility for previous Inspection reports i.e. not just the current inspection report for a piece of plant maintained up to 2 years from contract expiry with the option for final data download.  |  |
| 6 | Premium allocation per Location for both Inspection fee. |  |

Please provide details of your IT system, your response should include:

* How inspections are scheduled and tracked;
* Missed inspections;
* Defect reporting;
* Client portal login – detail of what can be viewed and amended;
* Reports that can be provided – these should as a minimum include examples of reports required in the specifications.

Screen shots and sample reports may by appended to support your answer.

 **APPENDIX 1 – GENERAL DOCUMENTS**

**Note regarding Appendix 1.3 Contract Terms & Conditions:**

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| --- | --- |
| **Item** | **Appendix Ref** |
| **Technical & Professional Ability – compulsory return document** | **1.1** |
| **Pricing Schedule – compulsory return document** | **1.2** |
| **Contract Terms & Conditions – draft for information only** | **1.3** |

The Contract award will be subject to appended form of contract wording or similar terms, conditions and warranties and will incorporate all the provisions, specifications and requirements of this tender and the bidder’s response commitments.

1st draft to be sent within 1 week of notice of intention to award by Council, 1st response from bidder to be received prior to contract award date of 19th February 2020. Please note significant and fundamental proposed amendments or deviations may jeopardise contract award.

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| **Item** | **Appendix Ref** |
| **LBHF Corporate Schedule** | **2.1** |
| **LBHF Housing Schedule** | **2.2** |
| **LBHF Schools Schedule** | **2.3** |
| **RBKC Corporate Schedule** | **2.4** |
| **RBKC Schools & Leisure Properties Schedule** | **2.5** |
| **RBKC Housing Schedule** | **2.6** |
| **WCC Corporate Schedule** | **2.7** |
| **WCC Housing Schedule** | **2.8** |
| **WCC Schools Schedule** | **2.9** |
| **LBHF Housing 6+ Storeys** | **2.10** |
| **RBKC Housing 6+ Storeys** | **2.11** |
| **WCC Housing 6+ Storeys** | **2.12** |

**APPENDIX 2 – INSPECTION SCHEDULES/HOUSING STOREYS**