

Infrastructure and Operations Division
Title: Specification for the Service and Maintenance
Of Automatic Doors

Scope of Work:

We are looking for a service contract to complete annual services and call out repairs to our Automatic Doors and associated equipment. The specification covers the 23 automatic doors currently installed at South Mimms Site, although the quantity may vary over the course of a contract.

This specification should be used as a minimum requirement and any additional recommended works that the service provider feels are necessary should be brought to the attention of MHRA and actions should then be agreed.

The Services required are:

- **Annual site/service visits** - to carry out routine and planned preventative maintenance (PPM).
(Completed service reports of work undertaken to be provided)
- **Telephone Support Available** – In working hours (8am to 6pm), telephone response by engineer should be within 2 hours of receipt of phone call from MHRA.
- **Emergency Call Outs** – Attendance on site for emergency repairs/fault diagnosis should be within 24 hours of notification of emergency.

This service contract consists of any automatic door closures on the South Mimms Site and associated safety equipment. All work to be carried out must be to BS/EN 16005 standards.

Confidentiality:

Subject to legal/regulatory requirements, in particular access legislation such as The Data Protection Act, The Freedom of Information Act and the Environment Information Regulations and Human Rights Act, the service provider shall not disclose to any third party information regarding the work of MHRA or of any employee.

General Requirements:

- All service engineers should be appropriately trained and a statement of competency for the service personnel should be provided by the service provider. All service engineers will be inducted onto site on their first working visit before commencing work. Refresher inductions will be required at an interval determined by MHRA.
- All service engineers should wear the appropriate safety equipment to be provided by the supplier.
- Work should be completed at a date and time agreed by MHRA (Opening Hours 9am-5pm), and should agree visits prior to arriving on site.
- The supplier must be ADSA approved and a member of the Automatic Door Suppliers Association and an approved supplier and installer of Label automatic door equipment.
- A summary of work carried out must be recorded and documented on the service reports and a maintenance and/or calibration certificate must be supplied. Any replacement parts needed/advised must be recorded.
- Service reports must clearly indicate the name, location, serial number and any other equipment identification.
- Where Service reports have generic tick boxes, they must not be left unticked but marked as Not Applicable with an explanation.

- Service reports must list all checks to be carried out and give clear indication of pass/fail criteria. The service reports must be signed by the engineer and the MHRA host.
- Risk Assessments and method statements must be provided in advance of any work to be undertaken.
- COSSH Assessments (where applicable) must be provided.
- Work must not be subcontracted without the written permission from MHRA.
- Any spillages or accidental damage in any of the rooms/grounds or to any of the equipment must be reported to the MHRA staff member responsible immediately.
- The area must be left in a clean and tidy state after work has finished.
- Before leaving site, service engineers must report to their site contact, the current running status of any equipment they have serviced, especially where there are issues or faults.

Annual Planned Preventative Maintenance:

All maintenance/servicing should be carried out according to the manufacturers protocols. The following checks should be carried out on each system AS A MINIMUM. ***The suppliers service report must list each check shown below as minimum with comments.***

Maintenance Checks

- Check the motor
- Check the springs
- Check the arms
- Check the belts
- Check the battery
- Check the finger guards
- Calibrate the safety sensors
- Check the radars where applicable
- Check the key switches
- Check all bolts
- Prepare site observation reports and advise on any items that may require attention
- Check all equipment is labelled.
- Any equipment not tagged with an expiry date must be advised on the service reports

Replacement Parts & Follow Up Work

- Spare parts may also be required and any costs that may be applicable will be agreed between both parties prior to the commencement of additional works.
- All replacement parts must be in accordance to BS/EN 16005 standards, and must be clearly tagged/labelled.
- The supplier is expected to hold a stock of spare parts to ensure limited down time on failed equipment.
- The service provider will guarantee repairs for an agreed warranty period, and any return visits for the same problem to the equipment, within this time will be free of charge.
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New installations

Over the course of the contract, there will be ad-hoc requests for removal or installation of various equipment, individual quotations will be required for such works.