

# User Guide

## Contract for the Inspection and Maintenance of Machine Tools

01 November 2018 – 31 October 2019

# User Guide

## Introduction

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This User Guide outlines the Contract in respect of the following:

### Inspection and Maintenance of Machine Tools

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## Awarded Contractor (full details on page 3)

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Ritchie Machine Services

## Contract Point of Contact

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We have endeavoured to outline basic information within the User Guide however if further details are required or you have a query on any aspect of this agreement then please do contact the lead below.

### **Contact:**

Tom Matthews, Assistant Procurement Officer  
Email: [Thomas.j.matthews@dorsetcc.gov.uk](mailto:Thomas.j.matthews@dorsetcc.gov.uk)  
Tel: 01305 221265

**Dorset County Council**



Dorset Procurement, County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ

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## Awarded Contractor's Details

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### Bob Ritchie Ltd (Ritchie Machine Services)

Address: Kington Langley, Chippenham, SN14 6DF  
Tel: 08455 199340  
Email: [alan@ritchie-ms.co.uk](mailto:alan@ritchie-ms.co.uk)  
Website: [www.ritchie-ms.co.uk](http://www.ritchie-ms.co.uk)

## Details of Contract

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### Scope

- The Inspection and Maintenance of Machine Tools during the period **01 November 2018 to 31 October 2019**.
- A list of all known sites currently requiring machine tools services has been provided to the Contractor. However, it should be noted that there is no guarantee of business offered and the site lists are provided for guidance only. Additional sites may be added to the site list with the agreement of both the Contractor and Dorset County Council.
- All services to be provided in compliance with the Inspection and Maintenance of Machine Tools Service Specification (see below).
- Prices quoted by the Contractor on the price schedule template will be valid for 12 months from 01 November 2018
- Orders to be accepted by the Contractor in accordance with the Council's standard Terms and Conditions of Purchasing, to which an official purchase order would refer.

# SPECIFICATION FOR INSPECTION AND MAINTENANCE OF MACHINE TOOLS

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## 1. INSPECTION AND SERVICE

- The service and maintenance of machine tools is required to ensure that such equipment is maintained appropriately and conforms to all current Health and Safety law, regulations, and guidance thus minimising the risk of injury to those that use the equipment.
- Having identified any deficiencies in the equipment, the Contractor shall take appropriate action to remedy the faults in accordance with the general instructions and guidelines given in the Service Specification.
- The Contractor shall submit a report to the Sites concerned detailing the condition of the equipment and any faults together with any action taken to remedy them. The Contractor shall submit a quotation to the Site concerned for any necessary remedial work to correct such faults.
- The Contractor shall charge for such visits as per the agreed Contract pricing terms for Service Visits.
- The Contractor shall maintain, with the Council, a Site list of establishments accessing the Contract and the equipment maintained at each. Such list will be available to the Council at any time on request. This list will be updated by the Contractor every 12 months, upon each service visit.

## 2. FREQUENCY OF SERVICE VISITS

- The Contractor shall inspect and report on the condition of the equipment and carry out routine repairs at the time of inspection visits during the duration of the Contract.
- These visits will take place every 12 months for each item of machinery.
- The Council reserves the right to alter this frequency, if required, due to individual Site need.
- The Contractor shall ensure that inspection and service off all machinery required by the Site concerned is carried out within the one visit.
- The Contractor shall consolidate service visits, where possible to do so.
- The Dorset County Council Health and Safety team have the right to attend the service visit.
- The Contractor must report to the Health and Safety Team any equipment that does not comply with current regulations.
- The Contractor will meet with a member of the Health and Safety team 6 monthly to discuss any changes to legislation, best practice and the any items of equipment that do not meet The Provision of Work Equipment Regulations current best practice.

## 3. NOTICE OF SERVICE VISITS

- The Contractor shall arrange his visits to coincide with the school term and hours unless otherwise agreed with the individual Site. The exception to this will be non-educational Sites or educational Sites where they are open during school holiday period. Many Schools are able to accommodate service visits during school holidays and may well have a preference for this; however, this is subject to agreement with individual Sites.
- The Contractor shall inform all Sites of the proposed dates for service visits by giving at least one week's notice to the Headteacher or Site manager. The Contractor shall obtain agreement to the visit date by the Site concerned. The notification / agreed appointment may be carried out either by post, e-mail or telephone. Whatever method there must be reached a mutual agreement where both parties are aware of the date and time of the visit. It is utmost priority that agreement is reached as it will enable areas to be cleared, equipment made available, where at all possible, at the Site which will assist in the efficiency and effectiveness of the service visit.
- In the event of a proposed service visit date not being suitable for a particular Site, e.g. where public examinations will be in progress, the Council reserves the right for the Council and Site to request that alternative dates and times are offered.
- The Contractor shall notify Sites if he is unable to meet requested dates for visits.
- The Council reserves the right for Sites to refuse the Contractor access should no notification been made by the Contractor to the Site on the agreed date of the visit.

## 4. SERVICE VISITS

- The Contractor will be required to carry out a thorough inspection of all machines and equipment including accessories, electrical features (including plugs / fuses) and other fitments, guarding and other safety devices. He should make any necessary adjustments to the machines and equipment and carry out minor repairs, subject to the approval of the Headteacher, Head of Establishment or Head of Department, as appropriate, that can be undertaken during the inspection visits to bring the item concerned to a satisfactory working condition.
- In carrying out the service, the Contractor should take into consideration the general condition and age of the machine / equipment and include a general statement of the condition in the service report.

- The Contractor will conduct a risk assessment for their tasks and activities and provide all appropriate personal protective equipment. The Contractor will provide a copy of the risk assessments to the Dorset County Council Health and Safety team.
- Details of any extensive repairs that are required or those requiring replacement parts not normally carried by the Contractor shall be included in the service report with a detailed estimate for such further repair work.
- All equipment required for the purposes of inspecting and maintenance shall be provided by the Contractor. This includes the correct calibration of equipment, where applicable.
- The Contractor will not be required to remove any waste from the establishment.

## **5. SPECIFIC HEALTH AND SAFETY REQUIREMENTS**

The Contractor, when carrying out the Contract, should have regard to -

- The British Standard Code of Practice for "Health and Safety in Workshops of Schools and Similar Establishments" BS.4163. 2014 (or latest issue).
- The Provision and Use of Work Equipment Regulations 1998
- Supply of Machinery (Safety) Regulations 2008
- The Control of Substances Hazardous to Health 2002 (as amended)
- CLEAPSS guidance and best practice
- The Contractor should have regard to any other relevant statutory regulations, or British Standard specifications or Codes of Practice in operation.
- Advise the establishment staff of any equipment that is in an unsafe condition and ensure it is isolated to prevent use.

## **6. MINOR REPAIRS**

- When carrying out inspections the Contractor shall make any necessary minor repairs on approval by the Headteacher, Site manager or Head of Department, as appropriate. The signature of the person giving the authorisation shall be included on the Service Report.
- When fitting replacement parts at the time of the service the charge for the parts only shall be expected, i.e. the fitting charge shall be included in the service cost of the service visit, no additional fit or labour charge is acceptable.

## **7. SERVICE REPORTS**

- Following the service visit, the Contractor shall be required to complete reports on all items serviced. Reports shall detail the type of equipment serviced, its condition at the time of the visit, and any deficiencies.
- Details of any minor repairs and adjustments made during the inspection visit shall be noted.
- Service reports shall be signed by the Headteacher, Site manager or Head of Department, as appropriate, on completion of the visit.
- Should the Headteacher, Site manager or Head of Department, as appropriate, not be available the Contractor shall leave three copies of the Service Report, together with a written request that they be signed as soon as possible, but in case within three days and two copies returned to the Contractor.
- The Contractor shall leave one copy of the signed report with the Headteacher, Head of Site or Head of Department, as appropriate. Another copy of the signed report shall be forwarded to the Site with the invoice within 14 days following the service. A third copy of the service report is to be retained by the Contractor.
- A fourth copy of the signed report is to be sent within 14 days to the Dorset County Council Health and Safety Team for audit purposes (The Contractor will be notified by the Contracting Officer the name of the person responsible). Please send them to the following address: Health and Safety Team, Dorset County Council, County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ
- The Service Report shall include details of any equipment, which in the Contractor's opinion is nearing the end of its expected life and needs either replacing or a major overhaul.

## **8. REPAIR ESTIMATES**

- The Contractor shall forward a fully detailed and costed repair estimates or quotation to the Headteacher, Head of Site, or Head of Department, as appropriate, for repairs not carried out during the service visit or for repairs required between scheduled service visits.
- The Contractor shall not carry out such repairs until an official order has been received from the Site concerned.

## **9. MAJOR REPAIRS**

- In cases where it is necessary for any equipment to be removed from the Site to the workshop for estimating and / or repairing, a signed receipt shall be left with the Site with details of the item(s) removed.
- Before any major repairs are carried out the Contractor shall first submit to the Headteacher, Head of Site, or Head of Department, as appropriate, a full detailed estimate for the work required.
  - 9..1. The estimate is to be provided within 2 weeks of the removal of the equipment;
  - 9..2. The estimate is to include full costs including returning the equipment to Site and reinstall;
  - 9..3. To include a completion period of major repairs and return to Site / install
  - 9..4. No work shall be carried out until an official order has been issued by the Site.
- The Contractor shall include within any estimate or quotation submitted to the Site for major repairs all costs, e.g. visit to Site to collect, workshop, return to Site, etc. No additional costs outside of the original quotation will be acceptable, unless otherwise agreed by the Site concerned and agreed by formal order.

## **10. UNECONOMICAL REPAIRS**

- If, in the opinion of the Contractor, any machine or equipment is considered beyond repair or where the necessary repairs to bring the item up to a satisfactory standard would be uneconomical, then the Headteacher, Head of Site or Head of Department, as appropriate, shall be informed by the Contractor and details shall be included as part of the Service Report.

## **11. REPAIR VISITS SUBSEQUENT TO INSPECTION VISITS**

- The Contractor shall be required to complete the repairs within 2 weeks of receiving instructions, subject to satisfactory arrangements being made with the Site concerned. If the repair cannot be carried out within 2 weeks, e.g., waiting for parts, the Contractor shall inform the Site concerned in writing.

The Contractor shall include within any estimate or quotation submitted to the Site for repairs all costs, e.g. visit to Site etc. No additional costs outside of the original quotation will be acceptable, unless otherwise agreed by the Site concerned and agreed by formal order.

## **12. ADDITIONAL VISITS TO CARRY OUT REPAIRS**

- The Council reserves the right to request that the Contractor visits individual Sites between scheduled service visits to carry out repairs as and when they arise, and where the equipment cannot be left out of use until the next scheduled visit.
- The Council shall expect the Contractor to respond within 7/14 days for normal repairs and within 48 hours for emergency repairs.
- The Contractor shall charge for such visits as per the agreed Contract pricing terms.
- The Contractor shall not carry out any repairs until an official order has been received from the Site concerned.

## **13. OTHER SERVICES**

- The Contractor may be called upon during the period of the Contract to provide other services connected with reorganisation of workshops and opening or closure of schools, etc.
- The Contractor may be required to arrange for the movement of equipment within and / or between establishments.
- Such movements may involve disconnection from service, unbolting of equipment, movement of equipment from one location to another either within the same establishment or between establishments, re-siting of equipment, reconnection of services, etc., testing and commissioning of equipment following relocation.
- The Contractor may also be requested to install and commission new equipment supplied by others.
- These statements apply only if The Contractor has indicated their willingness to provide these additional services by completing the section of the Price Schedule titled 'Other Services'.
- The fee for provision of such additional services will be subject to agreement between the Council and the Contractor following submission of a separate quotation.

## 14. SERVICE SPECIFICATION

The inspection of machines should include the following and should be carried out to each machine where applicable on every inspection visit.

### GENERAL

Wash down with a cleaning agent all accessible surfaces, with particular attention to any unpainted bright steel, e.g., drill pillars, lathe beds, etc., which should be smeared with oil.

Check machine holding down bolts, speed labels on grinding wheels, circular saws etc., labels on change wheels for lathes, etc. Check general function of machine and carry out any necessary adjustments to ensure machine operates to manufacturer's specified standard and to ensure it complies with relevant safety regulations. Record findings and report on any deficiencies.

Machines should be fitted with NVOLE starter and permanently connected to the electric supply via an isolator, which should preferably have the facility to be locked in the 'off' position. The circuit to which machines are connected should supply all fixed machines in the room, incorporate emergency stop buttons and be energised by a key switch. Record findings and report on any deficiencies.

All removable covers to the working parts of machines should either be locked, protected with an electrical interlock switch, or mechanically fixed so that they cannot be removed or opened when the machine is in use. Record findings and report on any deficiencies.

- **BEARINGS** - Check for wear, side and end play, smooth running and lubricate as necessary. Check oil seals where fitted. Record findings and report on any deficiencies.
- **ELECTRICS** – Check function of isolator, all switches, plugs, motors and lamps. Record voltage of machine and lamps on report sheet. Check condition and security of conduits and cables from isolator switch to machine and the wiring of machine for condition, safety, isolation from moving parts, etc. Check presence and function of any necessary safety or limit switches and replace as necessary. Check earth continuity - machine to earth. Record findings and report on any deficiencies.
- **GEARS** - Check function of gearboxes in all modes, check wear and backlash, visually inspect gears where accessible, lubricate as required. Record findings and report on any deficiencies.
- **GUARDS** - Check presence, security, efficiency, and compliance with relevant safety regulations. Clean transparent guards, oil hinges, check interlocks, springs and latches, etc. Report on deficiencies and / or replace as necessary. N.B. All machines must be fitted with the appropriate guards. Where guards are missing the Contractor should check with the Head of Department on whether the guards have been removed before quoting for replacements. Reports to include a statement where the guard has been removed. All machines must be left in a safe condition, guards must be replaced as part of the service or the machine isolated to prevent use. Record findings and report on any deficiencies.
- **LOW VOLTAGE LIGHTING** - Check for presence and function of any necessary low voltage lighting, replace bulbs as required. Record findings and report on any deficiencies.
- **COOLANT PUMPS** - Check function of coolant pumps and pipework. Flush out system and replace with new coolant. Record findings and report on any deficiencies.
- **SLIDES** - Dismantle and clean with a cleaning agent, check screw nuts for wear, check gib strips, reassemble, adjust for side play and backlash, lubricate. Where dismantling of slides is impracticable due to the time it would take, they should be cleaned by repeated moving to both ends of their travel, all exposed parts cleaned, lubricated and adjusted. Record findings and report on any deficiencies.
- **SUMP OIL** - Drain machine sumps and replenish oil annually, or unless specifically otherwise recommended by manufacturers. Record findings and report on any deficiencies.
- **TRANSMISSION** - Check function of clutches, brakes, etc. Check all belts, chains, etc., for stretch and wear, dress, adjust, replace as necessary. Record findings and report on any deficiencies.

- **WORK HOLDING DEVICES** - Vices, faceplates, tool rests, tool posts, clamps, chucks, etc., where these or other such devices are associated with a machine. Clean, lubricate and check correct function. Record findings and report on any deficiencies.
- **PORTABLE ELECTRIC TOOLS** - Check appliance supply cable and by removing the plug tops, the electric plug for condition and safety. Check for correct fuse rating and compliance with relevant Health and Safety Regulations. Record findings and report on any deficiencies.
- **POWER HACKSAW** - If machine is sited within the workshop, it must be fitted with a key switch. Machine must be fitted with NVOL starter. Record findings and report on any deficiencies.
- **METAL CUTTING EQUIPMENT** - Shears, guillotines, etc., check and set blades, grind / sharpen as necessary and lubricate. On bench shear check that a secure key-locking device is fitted to the operating handle. Record findings and report on any deficiencies.
- **METALWORK LATHE** - Check presence and condition of Chuck Guard and Splash Guard. All lathes must be fitted with emergency stop switch, which can be activated by knee or foot. Chuck guard must be linked to interlock switch. Tailstock studs must be used to prevent accidental removal of tailstock. Record findings and report on any deficiencies.
- **GRINDER MACHINE** - Check that adequate guarding is fitted and report on condition. Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Check presence and operation. Spindle speed to be shown on inspection report. Check that spindle speed is displayed clearly on the machine. If not displayed, bring this to the attention of the Head of Department and report as such on inspection report. Record findings and report on any deficiencies.
- **POLISHING MACHINE** - Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Check presence and operation. Record findings and report on any deficiencies.
- **COMBINED GRINDER AND POLISHER MACHINES** – Where any exist they should be made safe, either by their removal, or by boxing-in one end to provide a machine with a single function. The action taken must be included on the inspection report. Record findings and report on any deficiencies.
- **MILLING MACHINES** - Machine must be fitted with NVOL starter and emergency foot/knee stop switches are required. Interlocked guards must be fitted and checked they are functioning correctly. Record findings and report on any deficiencies.
- **COMBINED CIRCULAR SAW/PLANER/THICKNESSER/ROUTER** – Machine must be fitted with NVOL starter. A key switch must be fitted to the power supply to prevent unauthorised use of machine. Check condition of all blades. A label must be fixed to the machine indicating the maximum size of blade that should be used. Machine to be fitted with NVOL starter and two emergency foot stops accessible from both ends of machine. Machines must also be fitted with an effective Dust Extraction System, which comply with current HSE Control of Substances Hazardous to Health and Provision and Use of Work Equipment Regulations, including appropriate run-down times and have valid Dust Extraction Certification. Record findings and report on any deficiencies.
- **CIRCULAR SAW** - A Key Switch must be fitted to the power supply to prevent unauthorised use of machine. Check condition of blade. A label must be fixed to machine indicating the maximum size of blade that should be fitted. Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Machines must also be fitted with an effective Dust Extraction System, which comply with current regulations. The machine must comply with current HSE Control of Substances Hazardous to Health and Provision and Use of Work Equipment Regulations, including appropriate run-down times and have valid Dust extraction certification. Record findings and report on any deficiencies.
- **BAND SAWS** - A Key Switch must be fitted to the power supply to prevent unauthorised use of machine. Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Check for presence and operation. Micro Switches should be fitted to blade covers / doors. A braking system must be fitted, check for operation. Machines must be fitted with an effective Dust Extraction System, which complies with current regulations. The machine must comply with current HSE Control of Substances Hazardous to

Health and Provision and Use of Work Equipment Regulations, including appropriate run-down times (10 seconds max) and have valid Dust Extraction Certification. Record findings and report on any deficiencies.

- **PLANER / THICKENESSER** - A Key Switch must be fitted to the power supply to prevent unauthorised use of machine. Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Check for presence and operation. Check on condition of blades. Machines must be fitted with an effective Dust Extraction System, which complies with current regulations. The machine must comply with current HSE Control of Substances Hazardous to Health and Provision and Use of Work Equipment Regulations, including appropriate run-down times and have valid Dust extraction certification. Record findings and report on any deficiencies.
- **WOOD LATHE** - Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Two stop switches must be fitted: one to the front and one to the side, to accommodate both possible positions of the operator. Machines must also be fitted with an effective Dust Extraction System, which complies with current regulations. Record findings and report on any deficiencies.
- **SANDING MACHINES INCLUDING SANDING DISC ATTACHMENTS FOR WOOD LATHES** – Disc Sanding Machines must be fitted with a Cowling Guard and Feed Table. The guard must enclose that part of the disc below the table and only expose the part of the disc above the table where there is downward movement. Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Machines must also be fitted with an effective Dust Extraction System, which complies with current regulations and have valid Dust extraction certification. Record findings and report on any deficiencies.
- **BELT SANDERS OR LINISHERS** – Must be fitted with guards enclosing both rollers and a feed table. No part of the belt should be exposed except in the sanding area directly in front of the table. Check for presence and operation. Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Dust extraction must be fitted to all machines and attachments, be effective, comply with current regulations, and have valid dust extraction certification. Record findings and report on any deficiencies.
- **PILLAR / BENCH DRILLS** - Safety Collars to be fitted to tables beneath pillar drills. Suitable chuck guard must be fitted. Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Check for presence and operation. Record findings and report on any deficiencies.
- **MORTISER** - Check for operation, clean slides/guides. Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Record findings and report on any deficiencies.
- **SHARP EDGE** - Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Replace cutting fluid as necessary. Record findings and report on any deficiencies.
- **'HEGNER' AND OTHER POWER FRETSAWS** - Check operation. Machine must be fitted with NVOL starter and an emergency foot/knee stop switch is required. Record findings and report on any deficiencies.
- **CNC LATHES, MILLS AND ROUTERS** - Check interlock guards operate satisfactorily. Check for presence and operation of NVOL starter and an Emergency Stop Switch. Check items in the maintenance schedule for users have been appropriately addressed. Small versions of the machines may be bolted on to a suitable braked trolley and energised through a 13-amp socket. Record findings and report on any deficiencies.
- **COMPUTER CONTROLLED LASER CUTTERS**- These will normally be transportable, energised through a 13-amp socket and may be on suitable braked trolley. Check items in the basic maintenance schedule for users have been appropriately addressed, including those for the exhaust system and any compressed air unit if fitted. Also, check that all interlock safety systems operate effectively. (Please note that any further maintenance requirements should be referred to the suppliers of the equipment). Record findings and report on any deficiencies.
- **STRIP HEATER/ LINE BENDER** – Check condition of supply cable and plug, check condition of heater element and enclosure, potentiometer, isolating switch. Record findings and report on any deficiencies.

- VACUUM FORMER – Check condition of supply cable and plug, check condition of heater elements and enclosure, temperature control potentiometers, NVOL starter, heater interlock if fitted. Check mechanical operation of platen, frame and clamps, adjust as necessary, check supply kopex to heater hood. Check operation of vacuum pump, clean filter if required, check rubber seals. Record findings and report on any deficiencies.

**Other machine tools and equipment – Check condition, power supply and guarding. All work equipment must comply with The Provision and Use of Work Equipment and if used by students must be suitably guarded. Record findings and report on any deficiencies.**

- LOCAL EXHAUST VENTILATION - (Dust extraction units portable and fixed) - Check presence, function, and the dust collection hopper is empty. Record findings and report on any deficiencies, including the date of the last thorough examination and test.

**FOR INFORMATION ONLY - All Dust Extraction units must be thoroughly examined, tested and certificated for efficiency, appropriate flow rates and air quality for operators every 14 months. This is to be carried out by an external qualified engineer, and as such does not form part of this contract. This should be indicated by inspection sticker and each unit should have an appropriate report.**

## Contract Pricing

### Equipment

TYPE OF MACHINE	COST TO DCC PER MACHINE £ (EXC. VAT)
Metalworking Lathe (non CNC)	£35.00
CNC Metalworking Lathe	£35.00
Milling Machine	£35.00
CNC Milling Machine	£35.00
Shaping machine	£35.00
Power Hacksaw	£25.00
Pillar / Bench Drills	£20.00
Combination Circular saw / Planer / Thicknesser / Router	£25.00
Grinder Machine	£20.00
Polishing Machine	£20.00
Woodwork Lathe	£25.00
Circular Saw	£30.00

All prices are to be inclusive of travelling to each establishment.

Hegner and other Power Fretsaws	£20.00
Bandsaw	£30.00
Planer/Thicknesser	£35.00
Belt Sanders / Linishers	£25.00
Disc / Bobbin Sanding Machines	£30.00
Sharp-edge Tool Grinders	£20.00
Mortiser	£25.00
Metal Cutting Equipment - Shears / Guillotines, Notchers etc	£25.00
Portable Electric Tools (Drills, Jigsaws, Orbital Sanders, etc)	£20.00
Extract Units (Portable and Fixed)	£25.00
CNC router	£20.00
Strip heater / Line bender	£20.00
Computer Controlled Laser Cutter	£25.00
Vacuum Former	£20.00

### **Call-outs**

<b>CALL-OUT CHARGES</b>	<b>COST TO DCC £ (EXC VAT)</b>
Call-out charge to include all travelling costs and first 1/2 hour labour	£195
Labour rate per hour for repairs after first ½ hour	£45

<b>RESPONSE TIME FOR REPAIRS</b>	
Normal response time	48 Hours
Emergency response time	24 Hours

## Other Services

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OTHER SERVICES	YES/NO
Are you prepared to offer additional services connected with the reorganisation of workshops and opening and closure of schools etc.?	Yes
Are you prepared to install and commission new equipment supplied by others?	Yes
Are you able to offer LEV testing and certification?	Yes

Please refer to point 13 of the specification for more information on other services.