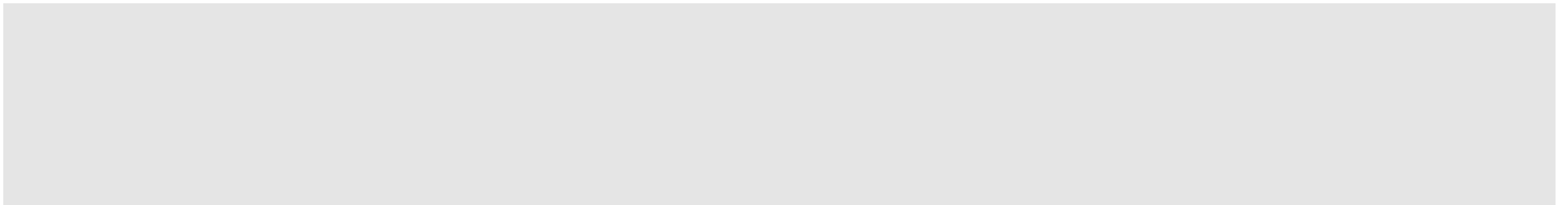


Housing Repairs & Voids and Heating Contracts



Background

- The procurement of the Reactive Repairs & Voids (R&V) and Heating Contracts was initiated when Axis served notice to the Council in January 2022.
- In June 2022 Cabinet approved the report detailing the procurement strategy which comprised the following:
 - Housing R&V – day to day responsive repairs and void works in 2 lots
 - Lot 1 – most of the borough covering approx. 70% of the stock
 - Lot 2 – covering New Addington, Monks Hill Estate, Fieldway, Shrublands and surrounding areas, approximately 30% of the stock
 - Heating servicing repair and replacement
 - Insourcing the Contact Centre
- All the contract terms are 6 years and 8 months with an optional extension of 4 years
- Representatives from the Tenant and Leaseholder Forums have been involved throughout the procurement
- Continued engagement with Residents throughout and after the process

Key Dates

- Upcoming key date
 - Scrutiny Homes Sub-Committee – Monday 6th February
 - Scrutiny Homes Sub-Committee – Monday 27th February
 - Cabinet – Monday 6th March

Resident Engagement

- Undertook a survey of resident on their priorities for the repairs service
- Recruited resident from housing involvement database and residents from Regina Road to help shape the tenders
- Residents group scored initial for the Repairs and Void Contact
- Residents quizzed contractors on their initial submission as part of the negotiation process
- Residents scored the Heating and Repairs submission and agreed a moderated score
- Currently reviewing and scoring the Repairs and Voids final tenders
- The council wants to establish a monitoring group following final award, where residents will continue to be involved.

Housing Reactive Repairs & Voids

- The procurement process is Competitive Procedure with Negotiation (CPN) and includes:
 - Bidder Qualification and short listing
 - Submission of an initial tender, evaluation and further shortlisting.
 - A period of negotiation
 - Final tender submitted and evaluated with a winning bidder identified for each lot.

Lot 1 – most
of the
borough
covering
approx. 70%
of the stock

- There were 6 bidders at the Qualification stage which was set to permit a maximum of the 5 top scoring bidders to proceed.
- Subsequently 2 bidders withdrew and the remaining 3 provided strong Initial tenders that were used as the basis of the Negotiation process.
- The remaining 3 bidders are all major players in the R&V market and have proceeded to the final tender stage which started on 12 December 2022.
- Moderation of the submitted tenders to commence on 17 January 2023

Lot 2 – Covering
New Addington,
Monks Hill Estate,
Fieldway,
Shrublands and
surrounding areas,
approximately 30%
of the stock

- There were 10 bidders at Qualification stage. 2 were disqualified on the basis of financial health and one failed on other quality criteria.
- 4 bidders submitted initial tenders, the 3 strongest were shortlisted and proceeded to the negotiation phase.
- These 3 bidders proceeded to final tender stage starting on 12 December 2022.
- One bidder in Lot 2 has also bid for Lot 1 but can only be awarded one lot. The other 2 bidders are medium sized organisations.
- Moderation to commence on 17 January 2023

Evaluation Questions and Weighting

- Scoring is a 60/40 split – 60% Quality, 40% Price

Proposal Area	Question Number	Page Limit	Marks Available
A - Project Delivery	A1	6	10.0
	A2	4	2.0
	A3	3	1.0
	A4	2	2.0
	A5	3	2.0
	A6	4 pages A4 plus unlimited pages A3 for plan	2.0
	A7	3	2.0
B - Resident Care	B1	5	10.0
	B2	5	4.0
C - ICT	C1	5	2.0
	C2	4	2.0
	C3	3	1.0
	C4	3	1.0
D - Social Value	D1	N/A	4.0
	D2	6	6.0
E - Performance Management and KPIs	E1	N/A	Pass/Fail
	E2	5	5.0
F - Health and Safety	F1	2	2.0
	F2	1 page A4 plus unlimited A3 Risk Register	2.0
G - Contract Amendments	G1	0	Not Used
H - TUPE	H1	2	Not Scored
	H2	1	Not Scored
Total Score			60.0

Project
Delivery
Evaluation
Questions -
A

A1 - How the delivery of the contract would be Managed

A2 - How Voids will be managed

A3 - How they will ensure the workload fluctuations are managed

A4 – How the AOV commercial Model would be applied

A5 - How Specialist contractors are procured and Managed

A6 – Mobilisation plan details

Resident
Care
Evaluation
Questions - B

B1. How Resident Engagement and Resident Care would be delivered

B2. How Resident Scrutiny and Monitoring will be managed

ICT Evaluation Questions - C

C1 – How technology will be used to deliver the requirements of the Term Brief

C2 – How the Interface would set up

C3 – What Security measures are used

C4 – Road map and mobilisation of the ICT components

Social Value Evaluation Questions - B

D1 – complete a Social Value Matrix

D2 – Provide a detailed plan of the delivery of
Social Value requirements

Performance
Management
Evaluation
Questions - E

E1 – Confirmation of KPI targets and schedules

E2 – How real time performance visibility would be available

Heating and Repairs

- The procurement process is Restricted Procedure and includes:
 - Bidder Qualification and short listing
 - Final tender submitted and evaluated with a winning bidder identified for each lot.

Heating servicing repair and replacement – a single contract covering the whole Borough

- A single contract covering the whole Borough
- The procurement process was the Restricted Procedure that includes:
 - Supplier Qualification and short listing
 - Submission of a tender, evaluation with a winning bidder identified.
- There were 13 bidders at Qualification stage and the best 6 proceeded to the next stage.
- 5 final bids were received on 28 November which are currently being evaluated.
- The Heating procurement is running 1-2 weeks later than scheduled, but this is not an issue as it is not on the critical path.
- Evaluation and moderation took place in early January.
- **The Award of contract will then align with the timetable for R&V.**

Evaluation Questions and Weighting - Heating

- Scoring 50/50 split – 50% Quality – 50% Price

PROPOSAL AREA	QUESTION NUMBER	PAGE LIMIT	MARKS AVAILABLE
A - Project Delivery	A1	6	10.0
	A2	4	2.0
	A3	3	1.0
	A4	2	2.0
	A5	3	2.0
	A6	4 pages A4 plus unlimited pages A3 for plan	2.0
	A7	3	2.0
B - Resident Care	B1	5	10.0
	B2	5	4.0
C - ICT	C1	5	2.0
	C2	4	2.0
	C3	3	1.0
	C4	3	1.0
D - Social Value	D1	N/A	4.0
	D2	6	6.0
E - Performance Management and KPIs	E1	N/A	Pass/Fail
	E2	5	5.0
F - Health and Safety	F1	2	2.0
	F2	1 page A4 plus unlimited A3 Risk Register	2.0
G - Contract Amendments	G1	0	Not Used
H - TUPE	H1	2	Not Scored
	H2	1	Not Scored
Total Score			60.0

Timetable for Contract Award

Stage	Date
Procurement Board decision	23 February 2023
Scrutiny Homes Sub-Committee for update	6 February 2023
Scrutiny Homes Sub-Committee for re-decision scrutiny	27 February 2023
Cabinet – for cabinet award decision	6 March 2023
Notice of Proposal period	13 March 2023 to 24 April 2023
Contract Signing	25 April 2023
Mobilisation Commences	1 May 2023
Contract Commences	1 August 2023