

Repairs, Maintenance and Voids Contractor Procurement (Housing, Simon Allen)

Synopsis of report:

The report will cover the key aspects detailing the measures and procurement activities that have been undertaken in the procurement of a new repairs, maintenance, and voids contractor to provide confidence to Committee Members that the Council are to implement a high quality and modern service to tenants.

Recommendation(s):

None. This report is for information only.

1. Context of report

- 1.1 Runnymede Borough Council entered a contract arrangement in January 2019 via a Dynamic Purchasing System (DPS) for five years to cover repairs, maintenance, and void management. Initially the Borough was split into lots and two contractors were appointed to deliver these works.
- 1.2 In June 2021 the Council departed company with the larger contractor and subsequently the contract was terminated early by mutual agreement. BCE Mills Bros have been managing the whole borough since this point and will do so until March 2023, when the Council intend to enter a new contract for a period of 10 years.
- 1.3 The Council took the decision to start the tendering process within good time for a new and enhanced repairs, maintenance, and void contract, taking account of lessons learnt and to further bolster our standing as a strong client with aspirations to provide a digital, modern, and proactive repairs service for a sustained period of time.
- 1.4 In addition to this covering report a presentation will be given to Housing Committee Members (Appendix A) to provide an overview of the activities and mechanisms used thus far in this procurement process.
- 1.5 Runnymede Borough Council delivers to our customers circa 4,922 repairs per year and serviced 285 empty properties with a contract committed spend of £507,000 on empty properties and £511,000 on responsive repairs. The existing contract was let on three plus an additional two years, making a total contract of five years. It is our intention to award the new contract on a 5 plus 5 based upon performance over the initial term. Given the current construction market and industry related issues for resources and material increases, it is highly expected that the new contract annual sum will be significantly increased based upon the current expenditure.
- 1.6 The Housing Technical Services Team along with procurement and our lead consultants Faithorn Farrell Timms (FFT) have undertaken extensive research to understand the type of contractor that would work in partnership to deliver the required outcomes as set down in the tender documents.

- 1.7 The Council held two engagement events during December 2021, in which a selection of medium sized local SME contractors were invited to undertake dialog with officers and other key personnel to understand the Council requirements and specific contractor requirements, in order to submit quality tender returns based on a clear understanding of outputs and delivery mechanisms.
- 1.8 The Council has set out the below timetable which details the key milestones -
- Early December – Market Engagement Events
 - December – Complete Preparation to Publish Tender
 - Mid-January 2022 – Publish Tender
 - March – 1st stage Tender Return
 - April – Evaluation
 - May – Issue 2nd Stage Tender Return
 - June – Evaluation
 - August – Tender Award
 - September – January 2023 Mobilisation
 - January – March 2023 - Service Commencement

2. Policy Framework Implications

- 2.1 Committee agreed the new Repairs Policy in September 2021, which will be fully implemented as part of a suite of policies and processes covering the repairs, maintenance, and void management when the new contract has been awarded. It was felt that to do so early would have been detrimental to the existing contractor who already has two sets of deeds of variation amendments and would have struggled to deliver within the new two category repairs timescales and reduced void timeline.

3. Resource implications

- 3.1 Resources within the Housing Technical Services Team are adequately in place and no additional resources are envisaged to maintain and manage a contract of this size and length. It is worth noting that the internal client team will move its main focus in the management of the contract to being more proactive in respect to the framework mechanisms to ensure quality and customer service is achieved throughout the contract period.

4. Legal implications

- 4.1 The procurement process is being conducted in accordance with the requirements of the Council's Contract Standing Orders and in compliance with all relevant legislation, including the Public Contract Regulations 2015.

5. Equality implications

- 5.1 An Equalities Impact Assessment screening assessment has been completed as part of the process of putting this report together, and feedback is awaited from the Council's Equalities Impact Assessment screening group.
- 5.2 Runnymede Borough Council will expect the new contractor to comply with all legal requirements in relation to equalities in the provision of this service. For example: -

- The Health and Safety at Work etc Act 1974 is a statutory requirement and, therefore, must be adhered to by all employers, employees and contractors irrespective of any protected characteristics under the Equalities Act 2010.
- The Equalities Act 2010 commits public bodies to ensure there are no direct or indirect forms of discrimination in the provision of services. The Repairs and Maintenance Contractor as an organisation delivering services on behalf of Runnymede Borough Council is required to comply with this provision.

5.3 Runnymede Borough Council through the period of the contract will monitor delivery of the work to ensure that tenants and leaseholders do not suffer any form of discrimination in the type or delivery of the work undertaken.

6. Environmental/Sustainability/Biodiversity implications

6.1 The repairs, maintenance and voids contract currently has a significant environmental impact.

6.2 Runnymede Borough Council will expect the new contractor to make major reductions over the life of the contract to reduce the environmental impact of providing the repairs and maintenance service.

6.3 Runnymede Borough Council would expect to see from organisations wishing to tender for the contract initiatives such as: -

- The use of a repairs scheduling system designed to reduce travelling distances between repair jobs
- A commitment to running an electric fleet
- A commitment to purchasing items held locally and sustainably sourced
- A commitment to offsetting some of the emissions produced through the delivery of this service by tree planting locally

7. Other implications

7.1 As part of the preparation of tender documents, a full risk matrix has been completed to explore, understand and mitigate the Council's risks as far as reasonably practical. Whilst all contracts and work programmes come with a degree of risk, it is believed that these have been addressed and via the contract management framework are deemed as acceptable and within the normal operating parameters for a contract of this value and size.

8. Conclusions

8.1 Committee Members are asked to note the report and presentation.

(For information)

Background papers
Presentation