

# The project to retender the Repairs, Maintenance and Voids Contract

- This brief presentation aims to provide insights into the approach taken to the procurement of the new RMV contract. In particular:
  - The project development process
  - The Lessons Learned
  - Developing the list of requirements (inc.KPIs)
  - Market analysis/engagement
  - Contract specifics
  - Key project timelines

# Lessons Learned

We are undertaking detailed analysis of RMV procurement and supply risks to ensure a sustainable RMV service, This is being achieved by:

- Effective cross departmental working to develop an understanding of the recent history of the RMV service.
- Identifying risk mitigation strategies to incorporate into procurement strategies
- Undertaking market supply research to determine the 'best fit' RMV suppliers
- Identifying best practice RMV services models

# Identifying the Authority's requirements for the RMV service

We are tasking steps to ensure that RBC's requirements for the service are aligned with the Authority's and the tenants' aspirations for the modern repairs service with regard to:

- Getting the repair done first time
- Identifying an effective KPIs regime
- The development of a good practice contract management framework and techniques
- Ensuring the supplier's commitment to Social Value
- Identifying contractor incentives

# Contract Specifics

- Key elements of the new contract and RBCs management of the contract are:
  - Contractor handles calls from the customer
  - Customer satisfaction monitoring
  - Social Value outcomes (local economy, jobs)
  - Industry benchmarked KPIs
  - Industry standard turnround of void properties
  - Clearly drafted poor performance and termination clauses
  - The structured model of contract management by RBC
  - Revenue service only, not capital investment
  - Inclusion of Social Value and carbon reductions

# What's New

- New repairs timescales for delivery
- Online ordering of repairs
- Voids – one end to end process – 15 days
- Contractor incentives for over delivery (voids)
- Emphasis on “ keeping it Local”
- Ensuring the Council is a strong client via a contract framework
- Reduction in touchpoints
- Right first time
- Proactive not reactive – Client shift

# Market Engagement strategies

Our market engagement strategy aims at early identification of cohort of suppliers that are the right fit for the Authority. This is being achieved by:

- Making key decisions in a timely manner (scheduling systems)
- Utilising market intelligence provided by Consultant
- Early consultation with suppliers
- Positioning the Authority as an intelligent client to increase the appeal to suppliers
- Interactive market engagement with the suppliers – feedback in advance of tender

# Key project timelines (two stage tender)

- Late November – Market Engagement event
- December – complete preparation to publish tender
- Mid January 2022 – publish tender
- March – 1<sup>st</sup> stage Tender return
- April – evaluation
- May – issue 2<sup>nd</sup> stage Tender return
- June – evaluation
- August – tender award
- September – January 2023 mobilisation
- January – service commencement