

Trade Services Framework Agreement 2019

Aonta Frèam-obrach nan Seirbheisean Ciùird 2019

Welcome & introductions

Council staff

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Agenda

- Why we are refreshing our approach
- Framework Information
- Domestic Properties
- Non-domestic Properties
- Timescales for tendering and contract awards
- Community Benefits
- How to Tender
- Signposting
- Question and Answer Session

Why we are refreshing our approach

A Sustainable Highland –

- Context of budget savings
- Making the Council More Efficient
 - Continue to seek to achieve best value from the services we buy
- Support the local economy – 4th best in Scotland for % of spend to local small and medium sized enterprises
- Compliance with procurement legislation and Council procedures and governance
- Redesign and Improvement
 - Adapt to change and do things differently to get improved results

Redesigning our approach

Objectives from the Redesign Review of Trade Services:

- Complete Lean reviews of our repairs processes to reduce waste - in time and £ - and improve service to the customer
- Complete a trial to pilot more effective joint working across Council Services
- Trial undertaking more routine repairs and minor works in-house – phased in over different areas, 2 areas in 2019/20 (Lochaber and IRA catchment area)
- For work that is put out to contractors, procure a new framework for Trade Services – current arrangements are not fit for purpose and are out of date

Framework Information

Framework Objectives

Generate competition and opportunities for local supply chain

Improve processes – scheduling of work and processing payments

Consolidate number of requirements into a single framework

Improve contract monitoring & management

Comply with Procurement law and Construction (Design and Management) Regulations 2015

Improve customer service

Standardised & consistent approach across Highland

Improved value for the rent our tenants pay

Objective criteria for the award of work - more transparent process

Achieve community benefits

Framework Information

What is a framework agreement?

A framework is an agreement between the Council and one or more suppliers. It sets out the terms and conditions of contract, and how individual contracts (call-offs) can be made during the Framework Period.

There is no guarantee or commitment to any value or volume of spend.

Framework Information

What will this framework cover?

- Repair, maintenance and undertaking of minor works to maintain and improve the Council's estate and to assist in the delivery of its property maintenance programme.
- Includes domestic and non-domestic properties, planned and reactive work and lower value capital projects.

Framework Information

Lotting Structure - Trades

Asbestos Works

Electrical

Fabrication

Fencing & Gates

Floor Coverings &

Furnishings

General Building Works

Ground Works & Excavation

Heating & Ventilation

Joinery

Painting & Decorating

Pest Control

Plumbing

Roofing & Insulation Works

Scaffolding

Specialist Cleaning

Principal Contractor

Framework Information

When will this framework be used?

- When in-house provision or other council and public sector collaborative contracts and frameworks aren't appropriate:
 - Capacity
 - Specialist requirement
 - Timescales
 - Best value for money

Framework Agreement

How long will the framework be in place for?

- 3 year framework
- Commencement date - 2st December 2019
- End date – 1st December 2022
- Option to Extend for a further 12 months to 1st December 2023

Framework Information

Which areas of Highland are covered?

- Badenoch and Strathspey
- Caithness
- Inverness
- Lochaber
- Nairn
- Ross & Cromarty
- Skye and Lochalsh
- Sutherland

Suppliers can bid for any/all geographical areas they can service – which includes areas where you want to use sub-contractors and/or consortia bids.

Framework Information

How many suppliers will there be on the framework?

Number of Trade Type Lots	Number of Geographical Areas
16	8

Maximum number of suppliers to cover Domestic properties	Maximum number of suppliers to cover Non-domestic properties
6 – per Trade and geographical area	6 – per Trade and geographical area

Suppliers can bid more any/all Trade types and any/all Geographical Areas and Domestic and Non-domestic

Framework Information

How will my bid be evaluated?

Bids will be evaluated under the following headings:

- Commercial/Price = 90% of the evaluation criteria;
- Quality/technical = 10% of the evaluation criteria – included in the Technical Questionnaire;
- Bidders Quality and Price scores are added together to arrive at an overall total score;
- Top scoring 6 suppliers for Domestic and Non-domestic properties, within each geographical area within each Trade Lot.
- These suppliers responses and evidence to support the selection criteria – European Single Procurement Document will then be evaluated for compliance.

Framework Information

Will I know who else is on the framework?

- We will publish a Contracts Award notice via Public Contracts Scotland listing all the suppliers in the relevant Lots

- Successful and unsuccessful tenderers will receive a letter advising them of the outcome of the evaluations. This will include:
 - Your scoring – price, quality and total.
 - Names of the successful tenderers for each Lot you've bid for
 - Price, quality and total scoring of the successful tenderers – for each Lot you've bid for.

Framework Information

How do I get work once I'm on the framework?

- Reactive work will be awarded by direct award. When making a direct award the Council will take account of a number of factors including cost and supplier availability
- Planned work will be awarded by mini-competition. Under a mini-competition, suppliers will be able to submit new prices for the works required
- Detailed procedures which describe how work will be awarded are contained within the Invitation to Tender.

You will be able to advise us at any time if you want to lower your originally tendered pricing – we will then re-rank the suppliers in that Lot(s).

Framework Information

What is different about this framework?

- The opportunity to apply to join this framework will only happen once. It will be in place until end of Nov 2022 and possibly Nov 2023;
- Mini-competitions will be used for planned work. The Council will provide a more detailed specification of requirements for a specific job/programme of jobs to all the suppliers in the relevant lot(s) and areas. Evaluation of bids will be against both quality and price criteria specified in the mini-competition.
- Community Benefits inclusion

Framework Information

What is different about this framework?

- Advertise of sub-contractor opportunities through PCS
- The performance of suppliers will be monitored and managed against a set of Key Performance Indicators stated in the Contract document
- Invoicing – requirement for electronic or emailing of invoices within 14 days of the completion of a job;
- Mobile application – phased roll-out of this for job scheduling and communications.

Framework Information

Contractor Performance

- The performance of suppliers will be measured against Key Performance Indicators (KPIs)
- KPIs help to ensure that work meets the Council's stated requirements and achieves consistent quality standards
- Examples of the KPIs included in the framework:

Key Performance Indicator	Target	Minimum
Emergency work completed within 8 hours	100%	90%
Priority works orders completed within 3 days	100%	90%
Non-priority works orders completed within 8 days	100%	90%

Domestic Properties

Council housing located across Highland;

- 10,386 houses
- 1,207 4-in-a-block
- 2,479 flats/maisonettes
- Total 14,072



Domestic Properties

Scope of Work

Landlord (Council) responsibilities:

- Internal and external repairs to Council housing and related properties.
- Maintenance of common areas within Council Housing estates – eg fences, paths, steps, walls that border public areas
- Re-letting repairs for void property

Domestic Properties

Main types of work

Plumbing	Painting and decorating
Heating	Roofing
Joinery	General Building Work
Electrical	Internal fixtures & fittings provided by the Council

Domestic Properties

Repairs 2018-19

- **38,840 day-day reactive repairs on Council houses**
- **Over 1,000 properties relet**
- 37.38% carried out by external contractors

Performance 2018-19

- All Emergency reactive repairs = 6.4 hours
- All non-emergency reactive repairs = 7.2 days
- Standard of let

Also indicators in place for:

- Satisfaction with repairs
- Repair appointments kept; and
- Repairs carried out right first time.



Domestic Properties

Repairs Performance



Response Categories:

Type	Timescale
Emergency call-outs	2 hour response out-of-hours to make safe
Emergency repairs	Same day response (14 hours)
High priority repairs	3 working day response
Routine	8 day response
Minor works/voids	Based on discussion of planned works with Housing

Domestic Properties

Repairs Performance

Based on Scottish Housing Regulator Requirements.

Reported:

- Annually to the Regulator
- Quarterly to strategic Committee
- Quarterly to Area Committees
- On request from Freedom of Information/Members/press/tenants



Domestic Properties

Customer Expectations

What our contractors must do:

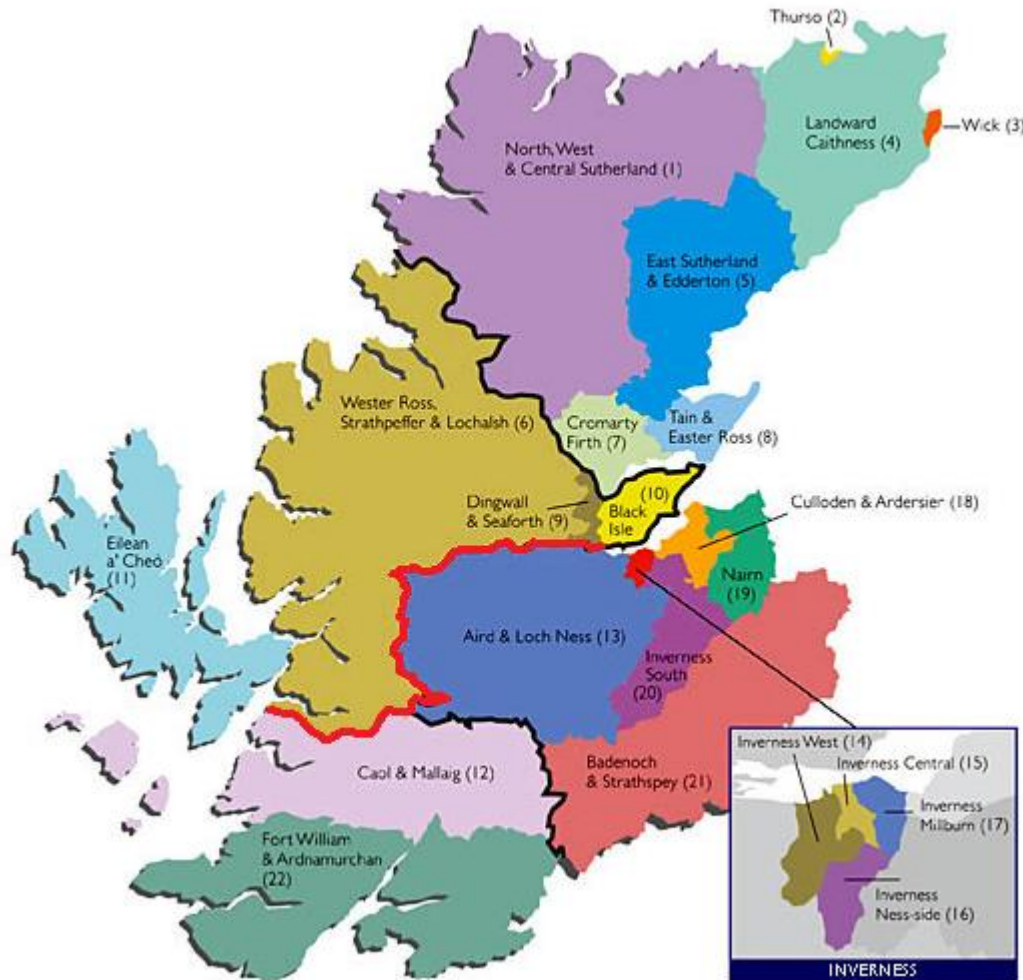
- Deal with customers in a professional manner
- Introduce themselves and show tenants ID
- Explain what they are going to do and how this

Will affect tenants

- Take care of the tenant's home
- Clear up any mess



Non Domestic Property Portfolio



1,205 Operational Establishments

1,661 Buildings

Functions: -

- Schools
- Offices
- Depots
- Leisure Centres (HLH).
- Care Homes
(Maintained by NHS).

Non Domestic Properties

Customer Expectations

Ensure that engineering related and minor maintenance works that are carried out by, or on behalf of The Highland Council are delivered **safely and effectively** managed across the Council's built estate.

- We carry out statutory and planned preventative works to maintain the external/internal fabric of buildings, as well as replacing obsolete / failed mechanical and electrical installations; and
- We deal with urgent/emergency/health and safety property repairs, maintain essential mechanical and electrical services as well as keeping general fund properties wind and watertight

Non Domestic Properties

Maintenance Works Orders 2018-19

Number of Maintenance Requests logged = 12,986

Number of Works Orders issued = 11,105

Risk level	No of Orders
High risk	420
Medium risk	1160
Low risk	9525

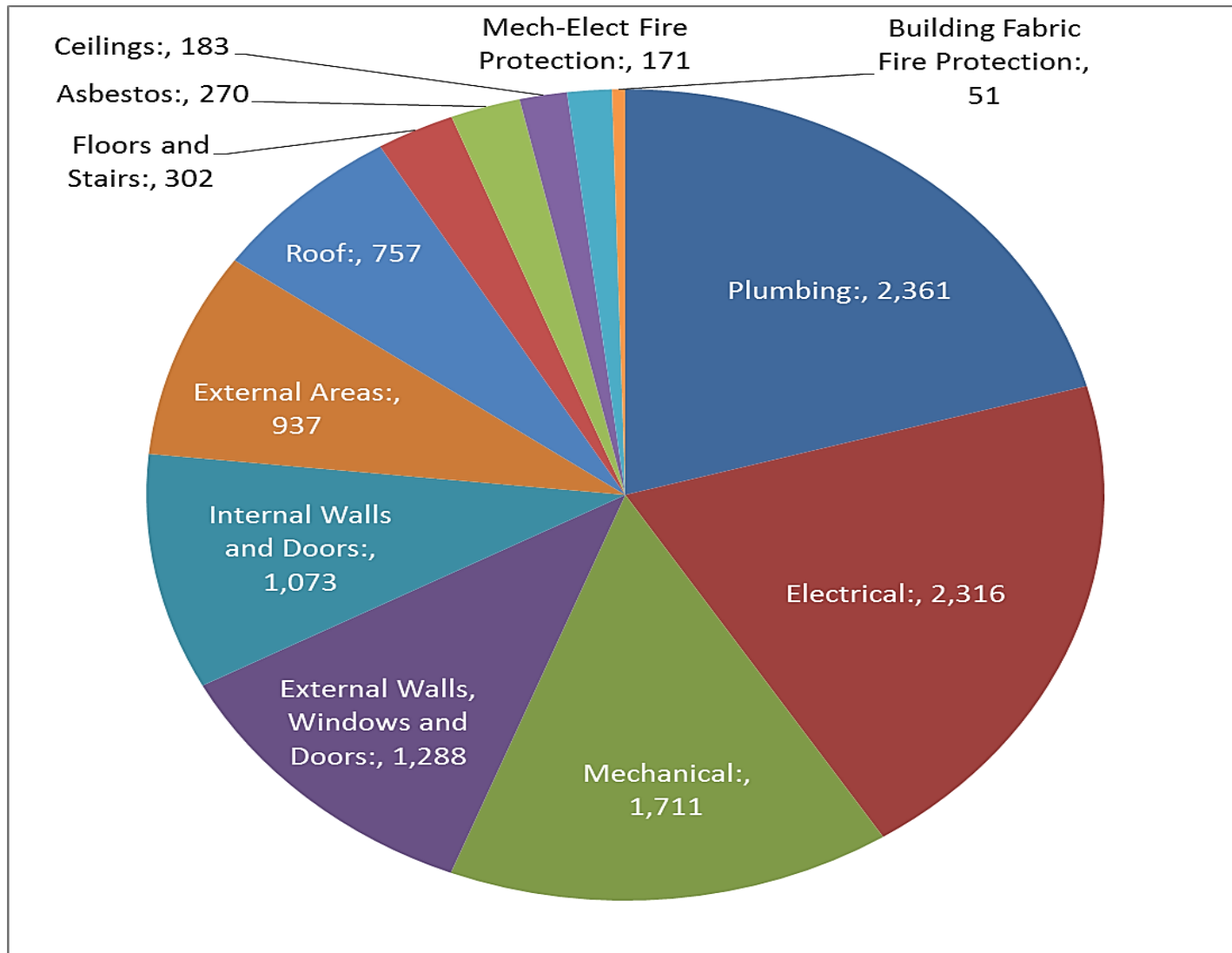


Average number of Maintenance requests per day = 36

Average value of Works Orders issued = £680

Non Domestic Properties

Type of work – By Element



Timescales

Key Milestones

Key Milestone	Date
Tender Issue	w/e 28/6/19
Tender Query Submission Deadline	16 August 2019 17:00
Tender Query Response Deadline	23 August 2019 17:00
Tender submission Deadline	30 August 2019 12:00 noon
Tender Evaluation Phase	Sept – early November 2019
Mandatory Standstill Period Start	w/c 11 November 2019
Final Award Letters Issued	w/c 25 November 2019
Framework Agreement Start Date	2 December 2019

Community Benefits

- Community benefits are clauses that require tenderers to commit to undertaking some form of social benefit in addition to the core purpose of the contract
- They can include maximising opportunities for the local supply chain, small and medium sized enterprises and voluntary organisations to the full extent permitted by law
- The levels of benefit expected will vary according to the value of work awarded to the same supplier
- Examples include:
 - Fair Work Practices including the 'real' living wage
 - Environmental wellbeing
 - School engagement activities
 - Apprenticeships
 - Work experience

How to Tender

Systems used

Advertisement of opportunity – Public Contracts Scotland

<https://www.publiccontractsscotland.gov.uk/>

Obtaining tender documentation – Public Contracts Scotland
Tender

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Submitting your tender response – Public Contracts Scotland
Tender

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

How to Tender

What do you need to return to us?

- Qualification Envelope
 - European Single Procurement Document (ESPD)
 - Form of Tender
 - Certificate of Bona Fide Tendering
 - Non-disclosure items relating to FOI(S) A
 - Schedule of Sub-contractors to be used
- Technical Envelope
 - Technical Questionnaire – quality scored questions
- Commercial Envelope
 - Schedule of Rates

How to Tender

Top Tips

- Ensure you read all the published documentation – including the attachments within PCS T;
- Ensure you read the PCS Contract Notice;
- Leave yourself sufficient time to read and prepare a submission;
- Check your answers against the question asked – have you fully answered the question and if it's a scored question maximised the highest score possible;
- Check the Signposting slides for available support;
- Check you've uploaded fully completed documents to PCS T in response to questions;
- If you are unsure on anything – ask in sufficient time.

How to Tender

How do I submit questions?

You need to use the Public Contracts Scotland Tender messaging facility.

Responses to queries will be collated and issued on a **weekly** basis and issued via the Public Contracts Scotland Tender messaging facility.

Where the query and response needs to be circulated to all tenderers – to ensure an open and transparent process, with all relevant information being made available to all tenderers.

Deadline for submitting queries is **17:00 on 16 August 2019**

The deadline for the Council to respond to all queries is **17:00 on 23 August 2019**

Signposting

Where can I get help in using the systems?

Public Contracts Scotland – Supplier User Guides

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx

PCS Help Desk – 0800 222 9003

Public Contracts Scotland Tender – User Guides

https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/supplier_help_files.html

Public Contracts Scotland Tender – check the system requirements

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/common-host/public/browserenv/requirements.jsp>

PCS T Help Desk – 0800 069 8630

Where can I get help in tendering?

Business Gateway Highland – expert local business advice and practical guidance on improving your access to and chances of winning public contracts.

Offices available in Inverness, Ardgay, Fort William, Caithness & North Sutherland. Your local adviser can meet with you in person and offer 1:1 advice over the phone and via email.

<https://www.bgateway.com/local-offices/highland/local-support>

Contact Business Gateway as soon as you think you might need some support – the nearer the tender submission deadline date, capacity may become challenging. If sufficient requests for support in a particular geographical area, BG may consider running a group workshop.

Signposting

Supplier Development Programme

Supplier Development Programme – WEBINARs available.
Business support initiative using training and information to improve the competitiveness of local businesses.

SDP is a partnership of local authorities, Scottish government and other public bodies in Scotland.

<https://www.sdpscotland.co.uk/events-training/>

Helping you Bid Better – examine the ESPD question by question	01/8/19	14:00 – 15:30
Improving your bid score	06/08/19	10:30 – 12:00
Using PCS and other portals (introductory workshop)	21/8/19	13:00 – 14:30

Question & Answer Session

