



Tender for Responsive Maintenance and Out of Hours Emergency Works

Specification

Overview

Peter Bedford Housing Association (“**PBHA**”) manages and maintains units of accommodation located in the London Boroughs of Hackney, Islington and Newham. They are comprised of the following types:

- Self-contained flats: 138
- Shared flats: 43
- Located and spread across approximately 68 houses/blocks
- Total units: 283

This tender is for the undertaking of Responsive Repairs during the working day, with Out of Hours Emergency Works including Call Handling. The volume of work, trade mix, location, duration, value or continuity of work cannot be guaranteed, but it is envisaged that annual repairs spend by PBHA will be to the value of circa £345,000 + VAT per annum, shared between a small number of contractors. The Association is not undertaking to guarantee the value of annual expenditure.

PBHA intends to appoint contractors for the maintenance, repair and improvement of its properties, to meet its repairing obligations as a landlord. Our hope is to appoint 3-4 contractors whose work is consistently of a high standard. Contractors may specialise in one or more of the following works:

- General responsive repairs
- Electrical
- Fire alarm
- Plumbing

Contractors do not need to cover all of these areas of work.

Through this arrangement PBHA seeks to build long-standing relationships with skilled repairs and maintenance companies. We will raise works orders with the successful companies. We do not intend to issue contracts; instead, each order will be a contract and will refer to PBHA’s terms and conditions. We intend for this arrangement to be in place for a minimum of three years, with the potential to extend for a further 2 years.

This tender is based on hourly rates plus materials.

It is unlikely that TUPE will apply.

Our preference is for contractors who can provide an Out of hours service but you may still bid if you do not want to provide this service. You need to make this clear in your written submission.

Scope of Works: responsive repairs

The scope of the Works comprises the following Workstreams:

- Responsive Maintenance (including Emergency Works ordered during Normal Working Hours);
- Call Handling;
- Out of Hours Call Handling;
- Out of Hours Emergency Works;

Orders will be placed for works to individual properties. Properties are likely to be occupied by PBHA tenants whilst works are completed. Works may take place to any of the Properties.

Works will take place in PBHA's properties in the following geographical areas:

- Hackney
- Islington
- Newham

The Service Provider will be required to:

- Provide and maintain a base within or adjacent to these areas

Here is an indication of typical repair and maintenance works required, other works not listed may be required:

- General responsive repairs:
 - Repairs to timber windows, doors, and kitchen fittings, plaster repairs, tiling, floor finishes, lock replacement, redecoration, roof repairs
- Electrical:
 - Repairs to faulty lighting and power installations
- Plumbing:
 - Investigation and repairs to faulty supplies, waste plumbing and heating circulation.
 - Supply and installation of new sanitary appliances
- Fire alarm:
 - Responding to and resolving faults with fire alarm systems

Tendering

Tenderers are invited to bid to become a Responsive Repairs contractor for PBHA. Tenderers should indicate which areas of work they are tendering for (i.e. general responsive repairs, electrical, plumbing). PBHA will place works orders directly with successful tenderers (Service Providers).

This will give PBHA multiple Service Providers, whilst providing Service Providers the flexibility to accept / reject work, depending on their circumstances at the time.

Tenants

PBHA houses a wide range of people, all of whom have either been homeless or insecurely housed. Many have support needs, so it is essential that operatives have a knowledge of safeguarding, report safeguarding concerns to PBHA, understand that they may experience some challenging behaviour but that the more respectful they are of tenants, the less likely this is to happen.

Our tenants are diverse and so it is essential that operatives are respectful and accepting of all tenants and the way they live.

Any concerns about tenants should be reported immediately to PBHA. The following are examples of what operatives should report:

- Tenants being exploited
- Tenants in need of medical attention
- Serious building or health and safety concerns such as fire safety and damp and mould
- Anti-social behaviour

Sharing this type of information with PBHA will be very helpful and is a requirement of this tender. Operatives should inform their contractor who in turn inform PBHA by calling or emailing Repairs.

Health and safety

The Contractor shall act as Principal Designer for the purpose of the CDM Regulations 2015 and shall comply and shall continue to comply with all its obligations in that regard in respect of the Works. Each tenderer should refer to the '*Terms and Conditions for Repairs, Voids and Minor Repairs*' document.

Works will be carried out in Properties where particular consideration may be needed in respect of:

- people with a disability;
- elderly people;
- visitors to the Properties who may be unaware that works are being carried out;
- persons with limited understanding of the English language;
- persons with particular requirement because of their ethnic, religious or other backgrounds;
- domestic pets;
- children;

Other contractors and technicians may be working at the Properties contemporaneously with the Service Provider.

In some Properties the Service Provider may encounter:

- asbestos, in the form of linings and insulation which may be encapsulated or painted;
- asbestos and asbestos containing material, as a component in certain materials such as sheeting, textured decorating coatings, floor tiles, adhesives etc; or
- Any identified asbestos or suspected asbestos materials must be reported to the Housing Association before any further works are carried out. Works on asbestos containing materials can only be carried out by a licenced asbestos contractor in accordance with relevant legislation and best practice.

Any of the Properties may contain hazards resulting from:

- vandalism;
- utilities being disconnected and artificial light not being available;
- natural light being excluded due to Properties being boarded up; or
- unsanitary and generally unhygienic conditions including particularly unpleasant smells, infestation, the presence of needles, human and animal faeces, bodies, animal carcasses etc.

Properties with damp, poorly ventilated or similar conditions may present risks to health, particularly sufferers of asthma, hay fever, other allergies etc, through the presence of mycotoxin releasing moulds and fungi.

Hazards involved in the Works may include:

- risks associated with working at and falls from height or access equipment;
- electrical hazards; and

- risks associated with possible open gas supplies or toxic emissions from unserviced or faulty gas appliances.

The Service Providers must give full consideration to the above risks and employ proper safe working practices in planning and carrying out the Works. The Service Providers must adhere to PBHA's Control of Contractors policy.

Specific Requirements

All operatives must have a satisfactory DBS (Disclosure and Barring Service) check and certificate. Refer to section 12.7 of the Terms and Conditions.

The Contractor is to supply details of trade accreditation and qualifications to support the area of works.

All employees, operatives and sub-contractors of the Service Provider must be paid the London Living Wage.

Successful tenderers must support our aim to minimise the environmental impact of our activities. For instance by minimising emissions when purchasing materials, using recycled products, selecting eco-friendly products and working with a diverse group of suppliers.

We hope to launch an online portal for PBHA and Contractors to use to communicate works orders. This will be the 'Contractor Cube' within our SASSHA operating system. Contractors are required to work with PBHA to implement this.

General responsive repairs contractors to carry standard light bulbs at all times so that when attending other works orders, light bulbs can be replaced without a requiring a further works order.

Customer contact arrangements

The Contractor will be requested to make an appointment directly with the tenant where permission has been given to share personal contact information. PBHA will make arrangements with tenants only where:

- They do not want their personal contact details shared
- Their circumstances mean they have little availability themselves to make these arrangements directly with contractors

The Association will make appointments directly with tenants where permission has not been given to share personal contact information.

Keys will be issued for works to be carried out in the communal circulation areas and HMO communal areas. Keys are not to be used to access self-contained flats or occupied rooms in shared properties without explicit permission from the tenant.

Keys will be issued to the contractor prior to the day of the appointment and returned immediately on completion. All keys collected and returned are to be signed in and out of the key logbook.

Operatives should be issued with an ID badge which includes the PBHA logo.

The contractor is to make a photographic record of works completed and record of building for abortive calls. Photographic records are to be issued with all invoices.

To collect keys from Kingsland Hub, 242 Kingsland Road, London, E8 4DG for each works order.

Terms and Conditions

Refer to the following document in the tender pack: PBHA Terms and Conditions for Repairs, Voids and Minor Works Orders.

Contractors appointed from this tender will need to adhere to this Terms & Conditions document.

Performance indicators required:

- Works completed within target times; Emergency (1 working day), Urgent (5 working days), Routine (25 working days)
- Confirmation that the order has been accepted within 24 hours or the repair will be allocated to an alternative contractor
- Fix first time
- Repair report submitted within 24 hours of the repair along with confirmation from tenant that the repair was completed.
- Out of hours emergency service: attendance record and first-time fix
- Tenant satisfaction gathered by PBHA's partner, Acuity

Service Providers are required to uphold PBHA's values, which can be found on our website [here](#) and follow the Association code of conduct for contractor, included within the tender documentation.

Payment

Service Providers are required to submit a spreadsheet application, as per example attached, for payment on a monthly basis, followed by a batched invoice. All application for payments must be supported with order referenced completed daywork sheets, sample attached, using agreed rates, on costs and attached material invoices. Refer to section 4 of the Terms and Conditions for Repairs, Voids and Minor Works document. The batched invoice should be a single invoice, containing all individual jobs being invoiced. At present our deadlines are:

- Application payment: 28th of the month
- Batched invoice: 31st of the month (or 30th, where only 30 days in the month)

PBHA reserves the right to change these dates in future.

Timetable

The table below sets out the proposed timetable for this procurement. PBHA reserve the right to amend the timetable or extend any time period.

Task	Date
Tender launched	14/09/2023
Deadline for organisations to confirm whether they will Tender	29/09/2023
Tender submission deadline	20/10/2023
Evaluation of Method Statement and Price	23/10 – 03/11/2023
Interviews	w/c 13/11/2023

Report to Board / due diligence	w/c 20/11/2023
Peter Bedford HA Board approval	w/c 27/11/2023
Tender outcome notification	w/c 04/12/2023
Service Provider mobilisation	11/12/2023 – 12/01/2024
Service commencement	15/01/2024

At its discretion, PBHA may either waive or insist on strict compliance with any requirement set out in this ITT.

PBHA reserves the right to change the procedures outlined in this ITT at any time before giving notification of the tender outcome.

Contact person and queries from Tenderers

All clarification question or requests for information should be submitted to:

repairs@peterbedford.org.uk

Tender Submission

The submission deadline for this tender is 20/10/2023. The following documents must be submitted:

- SECTION 1: Tender Certificates, Declaration of Interest
- SECTION 2: Method Statement Questionnaire
- SECTION 3: Price Framework
- SECTION 4: Social Value Matrix
- SECTION 5: Financial and Technical Capacity and Capability Statement

Submit by email to procurement@peterbedford.org.uk

Confidentiality

Procurement Documents are made available by PBHA on condition that Tenderers do not use or copy such Procurement Documents for any purpose other than Tendering (or deciding whether to Tender).

Tenderers must not undertake or permit any publicity to be undertaken at any time, about the tender outcome, unless PBHA has first approved its form and content.

Evaluation

There are three sections to this tender:

Section:	Weighting:
Method statements & interview:	50%
Price	40%
Social Value	10%

The aim of the Tender evaluation process is to identify the most economically advantageous Tenders.

Each aspect of the Tender evaluation (Method Statement review and Interview) will generally be undertaken by a panel (“**the Evaluation Panel**”).

Method Statement and Interview evaluation

The Method Statement and Interview evaluation will count for 50% of the tender.

The quality and technical merit of each Tenderer’s Tender proposals and the levels of Customer service to be expected from them will be evaluated through:

- an assessment of the Method Statement;
- an in-depth investigation of certain aspects of the Method Statement of each Tender at interview.

Each element of the Method Statement and Interview will be evaluated and scored on a scale of 0 to 10 as follows:

Performance	Judgement	Score
Meets all PBHAs requirements in the area being measured in accordance with the Tender Documents so that the Works will be delivered in an excellent way that will be highly responsive to the needs of Customers, PBHA and other stakeholders.	Excellent	10
Meets most of PBHA’s requirements in the area being measured almost completely so that the Works will be delivered in a nearly excellent way that will be responsive to the needs of Customers, PBHA and other stakeholders.	Nearly Excellent	9
Meets PBHA’s requirements in the area being measured well although not completely in one or two aspects but still so that the Works will be delivered in a very good way that will be responsive to the needs of the Customers, PBHA and other stakeholders.	Very Good	8
Meets PBHA’s requirements in the area being measured well but not completely in some aspects but still so that the Works will be delivered well and in a way that is reasonably responsive to the needs of the Customers, PBHA and other stakeholders.	Good	7
Meets PBHA’s requirements in the area being measured in the majority of aspects but fails in some aspects so that the Works will be delivered in a	Reasonable	6

Performance	Judgement	Score
reasonable way that recognises the needs of Customers, PBHA and other stakeholders.		
Meets PBHA's requirements in the area being measured in the majority of aspects but fails in some fundamental aspects so that there will be only satisfactory arrangements for the Works.	Satisfactory	5
Meets PBHA's requirements in the area being measured in some fundamental aspects but fails in the majority of aspects so that there will be only moderately satisfactory arrangements for the Works.	Moderately Satisfactory	4
Meets PBHA's requirements in the area being measured in some minor aspects but fails in the majority of aspects so that there will be unsatisfactory arrangements for the Works.	Unsatisfactory	3
Fails to meet PBHA's requirements in the area being measured in nearly all aspects so that there will be poor delivery of the Works.	Poor	2
Significantly fails to meet PBHA's requirements in the area being measured so that there will be very poor delivery of the Works.	Very Poor	1
Either no answer is given or the Tenderer's proposals in that area completely fail to meet PBHA's requirements in the area being measured or do not answer the question raised.	Abysmal	0

The marks awarded for each method statement question will be calculated as follows:

$$\frac{\text{Score achieved per question (0-10)}}{\text{Maximum number of marks per question (10)}} \times \text{Percentage available per question}$$

It is a requirement for contractors to score a minimum of 5/10 for each question, in order to be considered for this tender.

Tenderers not wishing to offer an Out of Hours service will not be penalised in the evaluation. An average of their other scores will nominally be given for the 5% awarded to Out of Hours.

Price Evaluation

Price will count for 40% of the total tender and will be evaluated on the basis of each Tenderer's tendered price.

The lowest tendered price will score full marks for price. The marks for price for each other Tender will be calculated by the following formula:

Maximum marks for Price x Price of lowest priced Tender

Price of Tender being evaluated

Tenders considered to be priced abnormally low will be scrutinised. This includes ensuring that this is not as a result of a failure to understand the requirements of the specification.

The Client shall have the right to reject any Tender that it considers to be abnormally low.

APPENDIX 1: ACKNOWLEDGEMENT AND TENDER RETURN INTENTIONS

[on Tenderer's letterhead]

[Date]

To: **Peter Bedford Housing Association Limited**

242 Kingsland Road

London

E8 4DG

Dear PBHA,

We acknowledge receipt of the Invitation to Tender dated 14th September 2023. We confirm that:

- we accept the conditions of tendering set out in the Invitation to Tender and confirm that it is our intention to submit a tender*
- we do not intend to tender.* [Our reason for not tendering is:

+]

Yours faithfully

[]

Name []

for and on behalf of ***[Tenderer to insert name of Tenderer]***

* Please delete as applicable

+ Optional but it would be helpful if you could complete this