

FORM B

COMMISSIONING REPORT

Contract reference number: PS/2013/514

Procurement of Housing Adaptation Contract

1 INTRODUCTION AND BACKGROUND TO THE PROPOSED COMMISSIONING EXERCISE/TENDER

Thurrock Council is required to have in place a system for delivering its obligations within its tenancy agreements and for private residents there is a statutory obligation of administering the Government's Disabled Facilities Grant.

The works covered by this contract comprise the installation of minor and major housing adaptation works, including bathroom adaptations, ramped access and minor adaptations.

The housing adaptations are for eligible residents within both the council and privately owned housing stock.

The contract is currently operated by 3 approved contractors, who specialise in installing the works for both adults and children.

All eligible residents have been assessed by the relevant professional as having a priority disability need. All installed adaptations ensure increased independence for the client, carer and their family.

Contractual arrangements have been in place since 2001 and working arrangements with approved contractors are well established. The success of this contract approach, using 3 approved contractors is evidenced from on-going surveys of all clients. To date, 93% of clients are recorded as satisfied with contractor performance.

2 BUSINESS CASE

Approval is now being sought to proceed to procure an OJEU complaint framework, to support the supply of housing adaptations, to include the installation of approximately 290 major adaptation installation work and 330 minor works per year.

The framework will be procured in a way that allows the authority to call in distinct specialist services and will need to be robust around the time taken to install the recommended works.

The contract proposed is for 3 years, with the possibility of a one year extension. The value of this contract and the works themselves are to be divided equally between 3 approved contractors.

An appraisal of the existing housing adaptation contract requirements have been carried out in partnership with the User Led Organisation, Thurrock Coalition and alternative national London Housing Corporation (LHC) frameworks considered.

In order to meet local requirements i.e. to ensure current satisfaction and timeline performance targets are maintained, the options appraisal concluded that the Council should run their own tender exercise for the installation of housing adaptations, subject to the full OJEU process.

The contract needs to be re-tendered to continue to deliver on our statutory obligations to administer disabled facilities grants and ensure strategic programme delivery of the housing strategy and transformation programme.

Re-tendering of this contract will ensure that best value continues to be achieved by use of a competitive tender.

Financial Summary:

For eligible council tenants, housing adaptation works are funded by an identified housing revenue account budget. For eligible private residents both government and capital funding is used to administer the Government prescribed Disabled Facilities Grant funding.

2.1 Details of previous spend

In 2012/13, the housing adaptation budgets for both private and public housing were both fully committed and spent. The on-going demand for the installation of housing adaptations in the private sector was recognised by the Council in 2011 and a corporate commitment to top up the government's disabled facilities grant funding, was agreed using direct revenue funding.

Tenure	2012/13 spend	2012/13 commitment carried forward
Council housing	£640,000	£308,000
Private housing	£635,000	£315,000
Total	£1,275,000	£623,000

2.2 Details of Estimated Contract Cost

See Exempt Schedule 1

3 DRAFT SPECIFICATION

The framework will detail a schedule of rates against which tenders return prices. Individual contracts will be awarded under the framework to the highest scoring contractors that offer the most economically advantageous tenders in terms of price, quality, financial sustainability, experience, customer care, capacity and CRB checks.

The pricing outcome will allow for the maximum number of residents to be helped, as it will be possible to install more home adaptation at lower costs.

The contracts will specify the programme and performance standards for each areas of priority work.

The continuing level of demand for housing adaptations will determine a continual review of funding and subsequent management of work orders. The scope of works comprised in any order or in the whole contract cannot, therefore, be pre-determined and no undertaking is given regarding continuity or overall value of work. The contractor will allow in his tender for intermittent or abnormal workloads, or the eventuality that no work will be order at all.

4 **DRAFT TIMELINE**

Key milestone	Deadline
Publish OJEU Contract Notice	18/07/2013
Expressions of Interest (min 37 days)	26/08/2013
PQQ submissions	06/09/2013
PQQ evaluations	13/09/2013
Issue Invitation to Tender	16/09/2013
Tender submissions (min 40 days)	28/10/2013
Interview/clarifications meeting (if appropriate)	w/c 28/10/2013
Finalise tender evaluations	08/11/2013
Agree winning tenderers	08/11/2013
Obtain sign-off for ED2 Form and Form C: Approval to Award Contract	14/11/2013
Notify successful/unsuccessful tenderers	15/11/2013
Alcatel standstill period (min 10 days)	27/11/2013
Framework award	28/11/2013
Framework commencement	09/12/2013

The proposed timetable above is in draft form only; it is subject to change and is provided by way of guidance only. The Council's Responsible Officer will be updating and developing this working with Procurement Services.

5 **PROJECT MANAGEMENT ARRANGEMENTS**

5.1 **Users/Stakeholders involvement and Communication Plans**

This is a contract that is due for renewal and therefore no formal consultation is required.

Communication throughout the tender process will be undertaken in line with procurement processes.

The current review will involve consultation with the User Led Organisation, Thurrock Coalition.

Specific consultation on this function has not taken place with tenants, however, from consultation with residents on adaptation policies we are aware that customer service and quality issues are of particular importance. Quality has subsequently been weighted highly in this contract and requirements have been built into the contract in respect of:

- Customer satisfaction
- Service delivery
- Experience and local knowledge

As part of the Council's statutory obligations as a landlord, it will continue to monitor the performance of this contract alongside other important maintenance and servicing contracts with tenants on a regular basis.

5.2 **Risk and Opportunity Assessment and Register**

See Exempt Schedule 3

5.3 **Contingency Plans**

See Exempt Schedule 3

5.4 Project Management Record Keeping Procedures (which must comply with the Council's documentation retention policy)

Documents will be kept in accordance with the Council's document retention policy.

During the tender process Officers will work alongside Procurement to ensure compliance. Tenders will be retained in line with the Council's requirements.

Data Protection and Freedom of Information requests will be complied with.

6 CONTRACT MANAGEMENT ARRANGEMENTS

6.1 Users/Stakeholders involvement and Communications Plans

Officers will work with Thurrock Coalition, to ensure that there is a smooth transition to any new contractor providers. Residents will be advised of any changes through existing letters and information documents i.e. step by step procedures.

All clients where housing adaptations have been installed under the contract are surveyed to determine the level of service provided. Changes are made, where feedback is received. E.g. panel meetings set up. Contractor information packs now used.

6.2 Risk and Opportunity Assessment/Register

See Exempt Schedule 4

6.3 Contingency Plans (including Civil Contingency Plans)

See Exempt Schedule 4

6.4 Proposed Arrangements for Post Contract evaluation

Covered in proposed contract management (below).

6.5 Proposed Contract Management (including Monitoring arrangements)

There are established monitoring arrangements in place comprising of day to day evaluation of contractor performance through liaison, evaluation of performance and resolving any concerns around performance.

Formal monthly one to one meetings are held to review contractual performance targets.

6.6 Contract Management Record Keeping Procedures

Documents will be kept in accordance with the Council's document retention policy.

Legal Services will retain the original signed copies of the contracts, with the housing adaptation service having copies.

The contract will be recorded on the Contracts Register held by Procurement.

7 Procurement Implications

Procurement

Implications verified by:

Telephone

email

click this box once and type name of person

click this box once and type the telephone number

click this box once and type the e-mail address

[INSERT IMPLICATIONS]