

<b>FORM B</b>	<b>COMMISSIONING REPORT</b>
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**To be attached to Approval to Proceed to Tender (Form A) for service contracts above £75,000 and works contracts above £499,999 or Cabinet Report (if over £750,000)**

PS/2015/021

Concierge Services across Thurrock Properties

**1 INTRODUCTION AND BACKGROUND TO THE PROPOSED COMMISSIONING EXERCISE/TENDER**

A concierge service is provided at Chadwell St Mary for the three Thurrock Council housing blocks. This service helps to ensure a safe and secure environment for residents, through security, patrolling, and checking access to the blocks for visitors and contractors. It has helped to reduce anti social behaviour and residents are generally favourable. The current contract is delivered by Profile Security and has been in operation since October 2010 and has just been extended to (maximum end date) 30<sup>th</sup> June 2016 to allow for retender.

Housing Services have been approached by Adult Services to include the requirement for a Concierge provision at Extra Care Facility Piggs Corner. This will support the care staff by monitoring and controlling access, and dealing with contractors, incidents and emergencies.

**2 BUSINESS CASE**

This is a valued and cost effective service that helps to make residents feel safe. The requirement for Chadwell St Mary and Extra Care will be tendered together, with the addition of ad hoc concierge services by hourly rates for other properties that may or may not require the service during the contract term.

The contract will be let for a period of 3 years plus 1 + 1 year extensions. This period is sufficient time to ensure interest in the contract, and allow the Council to consider its long term requirement for security services boroughwide.

INSERT DETAILS OF CONSIDERATION TO ECONOMIC, SOCIAL OR ENVIRONMENTAL WELLBEING DURING PRE-PROCUREMENT STAGE.

PLEASE SET OUT BRIEFLY HOW ANY SERVICES PROCURED MIGHT IMPROVE THE ECONOMIC, SOCIAL AND ENVIRONMENTAL WELLBEING OF THE AREA OVER WHICH THEY HAVE RESPONSIBILITY AND HOW THE COUNCIL WILL CONDUCT THE PROCESS OF PROCUREMENT APPROPRIATELY TO SECURE THE BENEFITS IDENTIFIED.

Insert details of the estimated previous spend on this Service. Information relating to estimated future financial spend on this Service will be contained in the exempt part of this report to ensure parties to the tender process provide an unbiased estimate of their fees therefore ensuring the council achieves Best Value.

*Note – Officers should contact Finance for details of an appropriate Business Case format.*

**Financial Summary:**

**2.1 Details of previous spend**

Current contract (Chadwell St Mary only) for two staff on duty at all times is £180K per annum

## **2.2 Details of Estimated Contract Cost**

*See Exempt Schedule 1*

### **3 DRAFT SPECIFICATION**

The new specification is updated and contains KPIs around customer satisfaction and resident perception of security. There will be a move to incorporate a further reduction in incidents of ASB. The requirements at the Extra Care Facility will be similar, with one Concierge on rota at each site at all times.

**4**      **DRAFT TIMELINE**

<b>KEY EVENT</b>	<b>DATE</b>
Publication of Contract Notice	4/1/16
Issue PQQs <i>[Omit if not applicable]</i>	4/1/16
Evaluation of PQQs <i>[Omit if not applicable]</i>	4/2/16 -12/2/16
Issue of Invitation to Tender	15/2/16
Pre-Submission Clarification Meetings <i>[Omit if not applicable]</i>	n/a]
Closing date for Tender submissions	15/3/16
Post-Submission Clarification Meetings <i>[Omit if not applicable]</i>	n/a]
Interviews <i>[Omit if not applicable ]</i>	tbc
Notification of result of evaluation	31/3/16
Standstill period	11/4/16
Expected date of award of Contract	April 2016
Contract Commencement	1 <sup>st</sup> June 2016

*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.*

The current contract allows for a contract start date of (at the latest)1<sup>st</sup> July 2016 .

## **5 PROJECT MANAGEMENT ARRANGEMENTS**

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

Service users have been consulted about the service and were generally in favour of its continuation.

### **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)**

Full compliance will be made in accordance with the policy

## 6 CONTRACT MANAGEMENT ARRANGEMENTS

### 6.1 Users/Stakeholders involvement and Communications Plans

Housing residents have been consulted about the ongoing services at Chadwell St Mary and Adult Services have carried out a consultation exercise at the Extra Care Facilities. Once the new contractor is awarded, a communications plan will be implemented to ensure all residents are aware of the new contractor and any changes in arrangements.

### 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

N/A

### 6.5 Proposed Contract Management (including Monitoring arrangements)

Regular contract management by the Concierge and CCTV Manager. Regular feedback will be sought from the Extra Care facility and a representative from Adult Services will be invited to contract management meetings

### 6.6 Contract Management Record Keeping Procedures

As required within the policy

## 7 Procurement Implications

### Procurement

Implications verified by:	Paul French
Telephone	01375 652401
email	pfrench@thurrock.gov.uk

The value of this procurement is above the EU threshold for supplies and service contracts, which is currently set at £172,514. This means that there is a legal requirement to competitively tender the contract via OJEU and in accordance with the Public Contracts Regulations 2015. Due to the high level of interest from suppliers anticipated, The "Restricted" tender procedure will be followed.

## SCHEDULE 1

### 8 Financial Summary

Estimated Total Cost:	Total of £1.8M if the full five year contract term is utilised.				
Recommended Tenderer :	TBC				
<b><u>Breakdown of Estimated Contract Cost</u></b>	14/15 £000's	15/16 £000's	16/17 £000's	Later £000's	Total £000's
Contract			270	1080	1350
Fees					
Other (Specify)					
Total Cost					
Is the proposed Tender budgeted In the current Approved Capital and Revenue programme? <input type="checkbox"/> Yes <input type="checkbox"/> No					
<b><u>Funding Identified</u></b>	14/15 £000's	15/16 £000's	16/17 £000's	Later £000's	Total £000's
1. Revenue Budget HR 592 2600			270	1080	1350
2. Capital Budget					
Supported Borrowing					
Unsupported Borrowing (see note below)					
Grant (Specify)					
Capital Receipts					
Other (Specify)					
Total					
<p><i>Note: If supported borrowing is to be used, please show under other financial implications how revenue savings can be made to fund the financing costs.</i></p> <p><b><u>Other Financial Implications:</u></b></p> <p>This service is almost entirely based on staffing costs, and there is little room for savings. A small saving may be achieved by economies of scale and through the management costs shared between Housing and Adult Services.</p>					

## SCHEDULE 2

### **9 DRAFT EVALUATION CRITERIA**

This procurement is anticipated to generate costs that are very close between bidders as it is centred on direct staff provision. The tender will therefore be evaluated on a 60:40 Quality:Price basis to ensure sufficient weighting is given to the quality of service.

*Please note that the above evaluation criteria 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 amending and developing the evaluation criteria in conjunction with Procurement Services as the tendering exercise progresses.*

**SCHEDULE 3**

**10 RISK AND OPPORTUNITY ASSESSMENT AND REGISTER**  
**Relating to the proposed tendering exercise**

<b>Risk</b>	<b>Likelihood</b> A. Very High B.High C.Significant D.Low E.Very Low F.Almost Impossible	<b>Impact</b> I. Critical II. Significant III. Marginal IV. Negligible	<b>Level of Risk. High or Lower</b> High – AI,BI,AII,BI,BII, CII Lower = Other	<b>Potential Negative Impact</b>	<b>Management and Mitigation of Risk</b>
Timescale overruns	D	III	Lower	Service gaps	Low risk as there is a 3 month extension built into the existing contract and therefore allowing for 2 months' slippage
Lack of interest	E	IV	Lower	Unable to award	the market is well developed and officers are confident that the incumbent contractor will bid alongside a range of others.
TUPE risk	D	II	Lower	Delays to contract setup	TUPE information will be sought from incumbent before procurement.

**Contingency Plans**

The extension periods will be used if necessary, and in the worst case, the Council could bring the service in house, to be managed alongside the Tilbury Concierge Service



**SCHEDULE 4**

**11 RISK AND OPPORTUNITY ASSESSMENT AND REGISTER**  
Relating to the ongoing provision of works/services under the contract

<b>Risk</b>	<b>Likelihood</b> A. Very High B.High C.Significant D.Low E.Very Low F.Almost Impossible	<b>Impact</b> I. Critical II..Significant III.Marginal IV.Negligible	<b>Level of Risk.</b> <b>High or Lower</b> High – AI,BI,AII,BI,BII, CII Lower = Other	<b>Potential Negative Impact</b>	<b>Management and Mitigation of Risk</b>
Poor Service delivery	E	II	Lower	Customer dissatisfaction, rise in ASB	Robust tender process, current contractor delivers a good service anyway and they are likely to bid.

**Contingency Plans**

In the unlikely event of service failure despite contract management, the service can be brought in house, whilst a further tendering exercise takes place.

**SCHEDULE 5**

**12      CONFIRMATION FROM LEGAL, FINANCE AND PROCUREMENT**

<b>Commissioning Report</b> <b>(Responsible Officer should sign section 13 below, and then pass to Legal, Procurement and Finance services to sign off below that they have been consulted and agree with the Commissioning Report insofar as it relates to their respective areas)</b>	
<b>Confirmed by Legal insofar as it relates to Legal implications</b>	
<u>Officers Name</u>	Date
<u>Signature</u>	
<b>Confirmed by Finance insofar as it relates to Finance implications</b>	
<u>Officers Name</u>	Date
<u>Signature</u>	
<b>Confirmed by Procurement Services insofar as it relates to Procurement implications</b>	
<u>Officers Name</u>	Date
<u>Signature</u>	

**SCHEDULE 6**

**13 CONFIRMATION BY THE RESPONSIBLE OFFICER THAT RULE 5 OF THE CONTRACT PROCEDURE RULES HAS BEEN/WILL BE MET**

The Responsible Officer Louisa Moss confirms that Concierge Services has been carried out in accordance with Rule 5 of the Councils Contract Procedure Rules (Chapter 9, Part 2 of the Constitution) and in particular the following duties have been/will (as appropriate) be met by the Responsible Officer

<p><b>The Responsible Officer has or will ensure duties have been met (Re 5.3 of the Contract Procedure Rules)</b></p>	<p><i>Responsible officer must tick this box and sign below to confirm compliance</i></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>If no, please explain here</i></p>
<p><b>IN PARTICULAR:</b></p>		
<p><b>Compliance will occur with all regulatory or statutory provisions and the Councils decision making requirements</b></p>		<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>If no, please explain here</i></p>
<p><b>Inclusion on Council's Contract Register</b></p>	<p><i>Responsible Officer must inform Procurement Services of the contract so that Procurement Services can update the Register</i></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>Value for Money will be achieved</b></p>	<p><i>Give details eg most economically advantageous tender awarded?</i></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>Insert details here</i></p>
<p><b>Advice has or will be sought from Director of Finance &amp; Corporate Governance as to appropriate security (bond/guarantee) required</b></p>	<p><i>Please provide details of any bond/guarantee required</i></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>If no, please explain here</i></p>
<p><b>Document Retention Policy has/will be complied with</b></p>	<p><i>Council's Document Retention Policy (ie for tender and contract documents) is available on in-form</i></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

<p><b>Financial evaluation will be made of the proposed tenderers including the winning tenderer/proposed contractor</b></p>	<p><i>Required for all tenders over £75,000</i></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>Advice has been and will be sought and followed from Procurement, Finance and Legal Services</b></p>	<p><i>If no, this request will require reconsideration</i></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>The Responsible Officer confirms that this project will be carried out in accordance with Rule 5 of the Councils Contract Procedure Rules (Chapter 9, Part 2 of the Constitution) and in particular the above duties have been/will (as appropriate) be met by the Responsible Officer</b></p>	<p><i>Responsible Officer</i>  <i>(Responsible Officer should sign here and then pass to Legal, Finance and Procurement to sign it off in section 6 above)</i></p>	<p><b>Name</b> Louisa Moss</p> <p><b>Signature</b></p> <p><b>Date</b></p>