

CTO100 Maintenance & Improvement Services Meet the Buyer Event

Tuesday 18th January 2022
WebEx Virtual Session

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Current Position

Of the current contracts the following lots will expire on the 31st August 2022

- West & Causeway Area
- South & East Belfast Area
- Mid & East Antrim Area
- South West Area
- Mid Ulster Area
- South Area

CTO100 Maintenance & Improvement Services Strategy

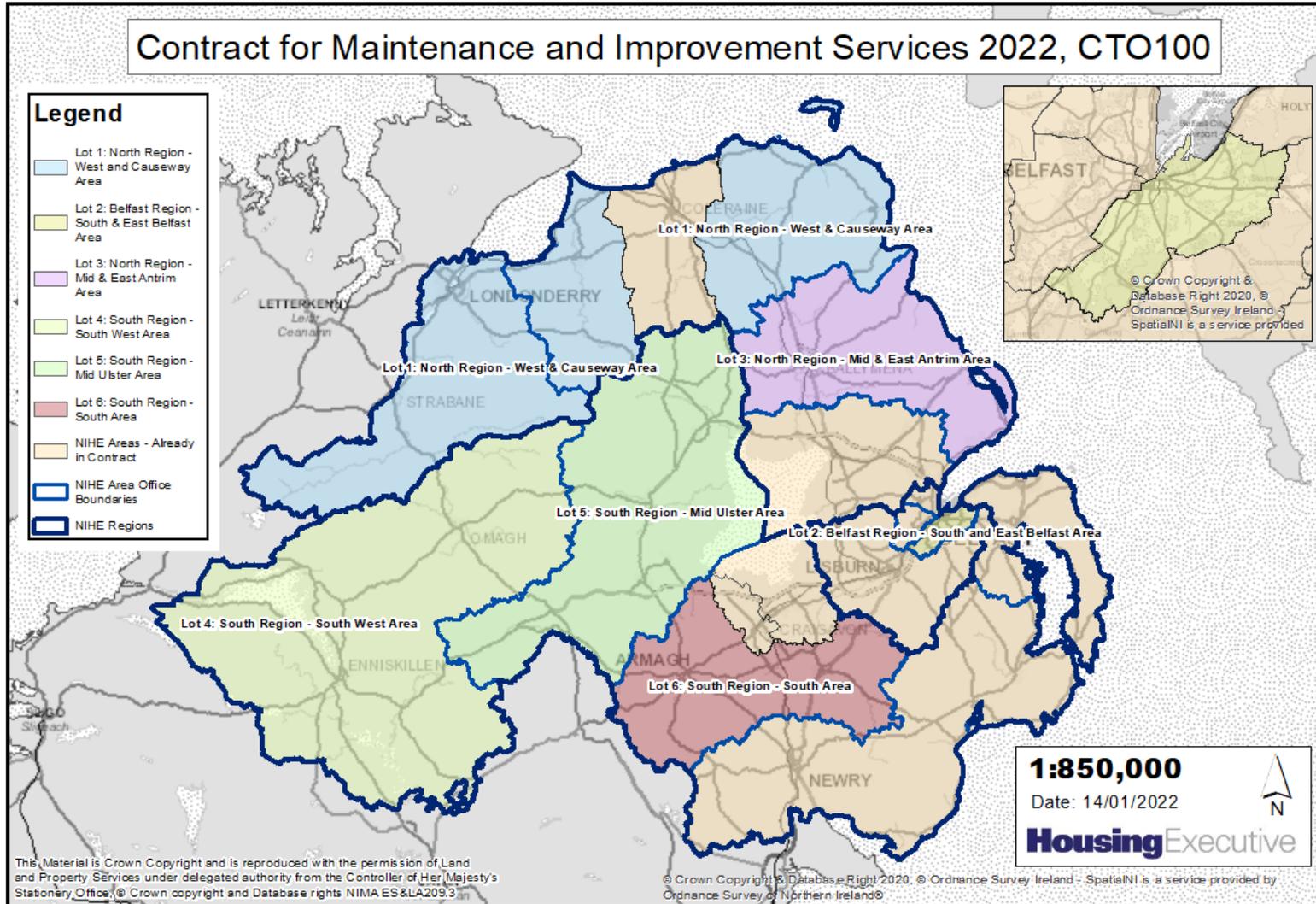


To deliver a best in class customer focused service:

- 6 area based Contracts;
- Length of Contracts:
 - The initial service period is for 2 (two) years from the starting date.
 - The Client has the option, at its sole discretion, to extend the period in two further periods of 24 months or parts thereof.
 - The cumulative period of such extension(s) shall not exceed 4 (four) years from the expiry date of the initial service period.
- Focus on Maintenance & Improvement Services.

NEC 4 TSC Utilising M3 NHMF 6.3 Schedule of Rates and Specification (altered to NIHE requirements).

Lot Contract Area Map



Lot Contract Value



- 6 Lot Contracts aligned with the geographical area offices;
- Contracts start 1st September 2022
- Contract Value: approx £154m over 6 years

	Lot 1 NORTH REGION - WEST AREA & CAUSEWAY (EXCLUDING COLERAINE)	Lot 2 BELFAST REGION - SOUTH AND EAST BELFAST AREA	Lot 3 NORTH REGION - MID AND EAST ANTRIM	Lot 4 SOUTH REGION - SOUTH WEST AREA	Lot 5 SOUTH REGION - MID ULSTER AREA	Lot 6 SOUTH REGION - SOUTH AREA (EXCLUDING CRAIGAVON)
Constructionline Category Value <i>(must have verified status)</i>	£5,066,303.64	£3,978,653.90	£3,381,474.96	£1,664,826.75	£1,497,443.41	£1,336,991.89
Baseline Figures: Expenditure 31.3.20 to 31.3.21 (£)	£5,117,478.42	£4,018,842.32	£3,415,631.27	£1,681,643.18	£1,512,569.10	£1,350,496.86
Year 1	£5,629,226.26	£4,420,726.55	£3,757,194.40	£1,849,807.50	£1,663,826.01	£1,485,546.55
Year 2	£5,798,103.05	£4,553,348.35	£3,869,910.23	£1,905,301.72	£1,713,740.79	£1,530,112.94
Year 3	£5,972,046.14	£4,689,948.80	£3,986,007.54	£1,962,460.77	£1,765,153.01	£1,576,016.33
Year 4	£6,151,207.53	£4,830,647.26	£4,105,587.76	£2,021,334.60	£1,818,107.60	£1,623,296.82
Year 5	£6,335,743.75	£4,975,566.68	£4,228,755.39	£2,081,974.64	£1,872,650.83	£1,671,995.73
Year 6	£6,525,816.06	£5,124,833.68	£4,355,618.06	£2,144,433.87	£1,928,830.36	£1,722,155.60
Total for 6 years	£36,412,142.79	£28,595,071.32	£24,303,073.37	£11,965,313.10	£10,762,308.61	£9,609,123.96
Total for 6 Years + 10% Demolition	£40,053,357.07	£31,454,578.46	£26,733,380.71	£13,161,844.41	£11,838,539.47	£10,570,036.36
Total for 6 Years & 10% Demolition + 15% Contingency	£46,061,360.63	£36,172,765.23	£30,743,387.82	£15,136,121.08	£13,614,320.39	£12,155,541.81
Total Contract Value:	£153,883,496.96					

NOTE: Final CL figures will be confirmed in tender docs

Lot Contract Value

- Calculated using the approximate Current Annual Value of the services within scope of the contract as the base year (2020/21 FY);
- 10% uplift from base year to year 1 to reflect current market rate;
- 3% uplift for inflation each year from Year 1 to Year 6;
- A further 10% of the total contract value is added to allow for any potential demolition work. Work commissioned on 3 quote basis;
- 15% uplift added for contingency;
- The actual value for each Lot shall be subject to the reactive nature of the service. No guarantee to the value – non exclusive contracts.

Procurement Process

- Competition will be carried out in accordance with Regulation 27 (the Open Procedure) as set out in the Public Contract Regulations 2015;
- Competition will be published on eTendersNI: February 2022;
- Tender Submission Deadline: March 2022;
- Clarifications Closes 9 days in advance of closing date.
- TUPE Information is expected to be provided by the Contracting Authority upon written request and confirmation of compliance with GDPR, submitted via the messaging facility on eTendersNI.

Procurement Process

- Evaluation: April 2022
 - Approval to Award - May 2022
 - Issue Standstill Letters - June 2022
 - Sign and seal of contract (**must attend NIHE office when requested**) - Summer 2022
- Contract Start date: 1st September 2022.
- All dates are indicative only and subject to change

Procurement Strategy

- Limited to bidding for a maximum of 4 Lots; can win a maximum of 2 Lots, provided Category Notation Value with verified status exceeds value requested in Selection Questionnaire;
- Lots shall be awarded in following sequence;

Lot No.	Areas Incorporated	Award Sequence
1	North Region – West Area & Causeway (Excluding Coleraine)	1 st
2	Belfast Region - South and East Belfast Area	2 nd
3	North Region - Mid and East Antrim	3 rd
4	South Region - South West Area	4 th
5	South Region - Mid Ulster Area	5 th
6	South Region - South Area (Excluding Craigavon)	6 th

NOTE: Lots subject to change

- In the event that there are some unallocated Lots once all tenderers have been allocated 2 Lots after the award sequence has been completed, the Contracting Authority reserves the right to re-run the award sequence. For the avoidance of doubt no tenderer will be awarded more than 3 Lots.

Selection Criteria

- Professional and Technical Experience
 - 2 contracts within the last 7 years of similar scale and scope;
- Constructionline Category Value
 - 90% of the estimated annual value of each lot. Must have 'Verified' status;
- Insurances
 - Public Liability - £10m,
 - Professional Indemnity – £1m
 - Employers Liability - £10m;
 - Contractors' All Risks (CAR) - £500,000 per incident
- Mandatory requirements including Buildsafe, health and safety competence and environmental management systems.

Award Criteria

- 100% Price
 - Percentage Adjustment to M3NHF 6.3 (altered to NIHE spec) Schedule of Rates for:
 - Response Works
 - Voids Property Works
 - Fire Safety / Commercial Works
 - Civil Engineering Works
 - Value / Quantities based on previous contract usage.

Difference from Previous Contract

- Core Work Streams, including but not limited to;
 - % Response Maintenance
 - % Void Property Works
 - % Fire Safety / Commercial Works
 - % Civil Engineering
- Revised KPIs;
- Revised Social Values;
- Specification updated;
- IT development – under review & discussion

Scope of Work

- Responsive Maintenance (including Responsive Maintenance works in respect of Communal Mechanical and Electrical Works for Low/Medium rise dwellings);
- Minor Disabled Adaptations (including showers ramps and hardstands);
- Void Property Works;
- Civil Engineering;
- Asbestos;
- Fire Safety Works;
- Demolitions;
- Compliance;

Contract Management – KPIs*

KPI for each Area where Contract Lot has more than one Area

- KPI Customer Satisfaction
- KPI2 Defects from Post inspections (Quality/Cost)
- KPI3 Responsive Maintenance Emergency urgent, routine & Fire safety and Commercial works; will measure commencement of and completion of work events.
- KPI4 Time-Voids;
- KPI5 Time -Adaptation;
- KPI 6 Time – Financial completion;

*Minimum 90% target (actual figures to be finalised)

Contract Management – KPIs

- KPI7 Contractors Sustainability report (CSR) Pass/Fail;
- KPI8 Social & Economic Employment Apprentices Pass/Fail;
- KPI 9 Community Enterprise Engagement Pass/Fail;
- KPI 10 Time – Responsive Maintenance Appointments kept 90-93%;
- KPI 11 Default Notices issued within month is 6 over rolling 12 months/3 in any measurement period;

Additionally non-compliance process included.

Appointment Process

- Contractor operates an appointment system for Task Orders;
- After first 6 Months a minimum of 15% Urgent and 15% Routine appointments will be made via dynamic scheduling; at first point of contact.
- During first 6 Months Customer will have access and the ability to make appointments at point of contact. The Contractor is to make a minimum of 20 appointment slots available each week for self-appointed repairs.

Price List

- Utilising M3 NHMF 6.3 Schedule of Rates and Specification (altered to NIHE requirements)
- Bidders provide a Percentage Adjustment against the SOR
- Quantities and Values in Price List have been devised from historical data and costed against regional benchmarking information retained by Housing Executive.

Social Value

- Contractors Sustainability Report
 - Buy Social Requirements (KPI 7 – Report Monthly, Monitor Quarterly)
- Apprentices
 - 3 directly employed New Trade Apprenticeships per year/ per Contract Lot (KPI 8 – Report Monthly, Monitor Quarterly)
- Enterprise Engagement KPI 9 – Report Monthly, Monitor Quarterly)
Community based project to be agreed with NIHE, Contractor and Community Group

If contract fails to deliver monetary requirements of the clause it will be of the discretion of the client to roll over the deficit to the roll over period or recover the monetary value of underspend.

Social Values; Community Enterprise Engagement



- The *Contractor* is to engage with NIHE (Artes) & Social Enterprise(s) for the duration of the contract to deliver outcomes in each NIHE Area(s).
- The works element that must be funded and delivered by the *Contractor* shall be commensurate with the work content included in this contract. When proposal have been approved by the *Client* the *Contractor* will enter into a formal agreement with the Social Enterprises in accordance with this conditions of contract.
- The expenditure value of delivered work streams shall equate to a minimum of 2% of the contract Lot value for year 1, 3% of annual contract Lot value from previous year for year 2. Subject to extension of the contract the expenditure value subsequent years to be 5% of contract Lot value from previous year per annum.

Social Values; Community Enterprise Engagement



- From the start date of the contract the *Contractor* will engage with NIHE ARTES Manager (or other appointed by *Client*) and Social Enterprise(s) to develop and provide proposals to deliver tangible outcomes to the NIHE within 4 weeks from starting date.
- The *Contractor* will be monitored against the fully costed, quarterly & yearly plan agreed at the outset during set up period of the contract and subsequent anniversaries. Where the Contractor has not expended the required amount the NIHE will recover this amount from the Contractor.
- The *Contractor* is to provide all resources in delivery of this including co-ordinating/ organising and selecting the facilities (if necessary), to achieve outcomes of agreed plan.
- The *Contractor* must engage with NIHE and Social Enterprise(s) and NIHE communities in the NIHE Area and in agreeing any proposed items to be included in the plan and include projected outcomes. The outcomes align with the Northern Ireland Executive's Programme for Government.

Social Values; Community Enterprise Engagement



- It is expected that the outcomes/deliverables are linked to works/deliverables included in this contract, including but not limited to:
 - Creation of employment in NIHE communities in Lot Area (outcome 1)
 - Creation of return to work opportunities for long term unemployed(outcome3)
 - Training new entrants or retraining in construction related activities (outcome3)
 - Provide opportunities to address construction skills shortages in Lot Area (outcome5)
 - Upskilling through engagement with local Community Groups(outcome 1)
 - Create opportunities for entrepreneurship Clean and clear voids or other properties and skills including assisting in set up(outcome 10)
 - Improving local environment
 - Recycling and re distribution of material, household items(outcome 2)
 - Assist in upskilling residents to facilitate owner ability to complete general household maintenance (outcomes 9 & 4)
 - Repair/reuse sessions – participants will bring small household items to a repair session (outcome 12)
 - Handyman services
 - Graffiti Removal (outcome 8)
 - Other deliverables as agreed with NIHE & Social Enterprise

Pest Control

- 3 New Pest Control Priorities
- 1st response (commence on site) with follow up remediation works to be completed within 20 days

	First response	Follow up remediation
Pest Control Emergency (e.g. Rat in dwelling)	24 hours	20 days
Pest Control Urgent (e.g. Mice in dwelling)	4 days	20 days
Pest Control Routine (external infestations)	Up to 15 Days	20 days

Note

NIHE reserves the right to change the procurement strategy, process, timeline etc. at its discretion before tender is advertised.

Questions



Please email:
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