

CTO97 Maintenance & Improvement Services Meet the Buyer Event

Thursday 24th June
WebEx Virtual Session

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Current Position



Four of the current Lots on CT097 Contract will expire in the autumn of 2021

- Lot 1 South Antrim
- Lot 2 North Down
- Lot 3 South Down
- Lot 4 Lisburn / Castlereagh

CTO97 Maintenance & Improvement Services Strategy

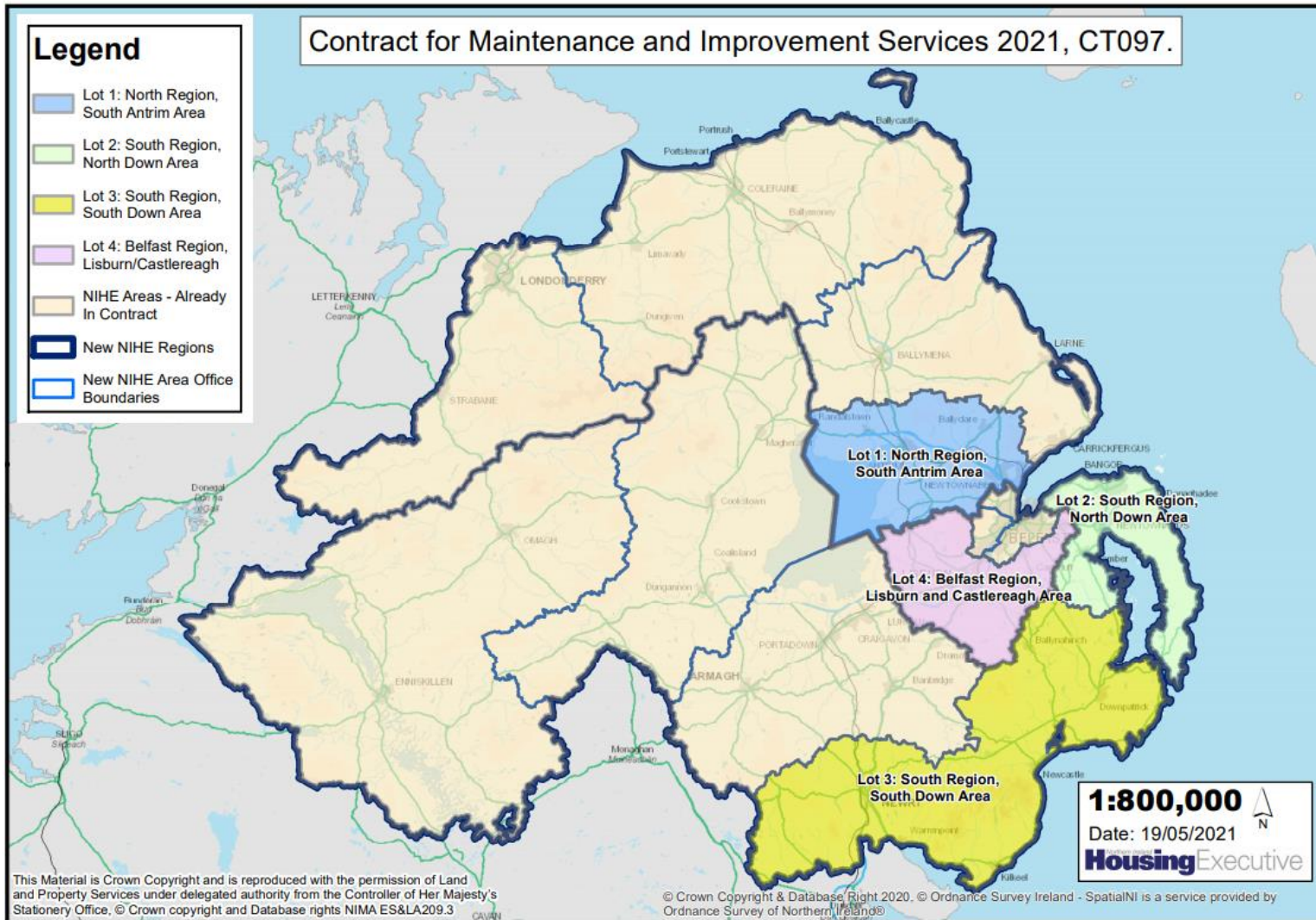


To deliver a best in class customer focused service:

- 4 area based contracts;
- Length of Contracts: 2 Years 4 months with option to extend by up to 4 years or part thereof;
- 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

- 4 Lot Contracts align with the geographical area offices;
- Contracts start 1st December 2021
- Contract Value: approx £130m over 6 years 4 months

	South Antrim	North Down	South Down	Lisburn/ Castlereagh
Current Annual Value during Covid Pandemic	£3,500,000	£3,300,000	£2,400,000	£1,900,000
Annual Value Base* Year 19/20 Spend	£3,400,000	£3,800,000	£3,700,000	£2,700,000
Year 1 - Projected from 19/20 Spend	£3,700,000	£4,200,000	£4,100,000	£3,000,000
Year 2	£3,800,000	£4,300,000	£4,200,000	£3,100,000
Year 3	£4,000,000	£4,400,000	£4,300,000	£3,200,000
Year 4	£4,100,000	£4,600,000	£4,400,000	£3,300,000
Year 5	£4,200,000	£4,700,000	£4,600,000	£3,300,000
Year 6	£4,300,000	£4,800,000	£4,700,000	£3,400,000
Year 7 (4 Months)	£1,500,000	£1,700,000	£1,600,000	£1,200,000
Total for 6 Years 4 Months	£25,600,000	£28,700,000	£27,900,000	£20,400,000
Plus 10% for Demolition	£28,100,000	£31,600,000	£30,700,000	£22,500,000
Plus 15% Contingency	£32,400,000	£36,300,000	£35,300,000	£25,800,000
			Total Contract Value	£129,800,000

*Base Year Values are 19/20 FY – Year 1 = 10% Inflationary uplift from base year - 3% uplift for the remaining years

Lot Contract Value

- Calculated using the approximate Current Annual Value of the services within scope of the contract as the base year (2019/20 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 7 (4 months);
- 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;
- Tender issued on EtendersNI: July 2021;
- Tender closing August 2021;
- Clarifications Closes 9 days in advance of closing date.

Procurement Process

- Evaluation August 2021:
 - Evaluation of Selection, & Cost commence concurrently, with different panels;
 - Approval to Award September 2021;
 - Issue Standstill Letters October 2021.

- Contract Start date: 1st December 2021.

Procurement Strategy

- Limited to bidding for a maximum of 3 Lots; Win 1 Lot, provided Category Notation Value exceeds value requested in Selection Questionnaire;
- Lots shall be awarded in following sequence;

Lot No.	Areas Incorporated		Award Sequence
1	North Region: South Antrim		3 rd
2	South Region: North Down		1 st
3	South Region: South Down		2 nd
4	Belfast Region: Lisburn/Castlereagh		4 th

- In the event that there are some unallocated Lots once all tenderers have been allocated 1 Lot after the award sequence has been completed, the Contracting Authority reserves the right to re-run the award sequence and award a maximum of 2 Lots.

Selection Criteria

- Professional and Technical Experience
 - 2 contracts within the last 7 years of similar scale and scope;
- Constructionline Category Value
 - Estimated annual value based on the initial 2 year 4 month contract period for each lot;
- 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;

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 Customer Satisfaction
- KPI2 Defects from Post inspections (Quality/Cost)
- KPI3 Responsive Maintenance Emergency urgent, routine new KPI for Fire safety and Commercial works;
- KPI4 Time-Voids;
- KPI5 Time -Adaptation;
- KPI 6 Time – Financial completion;

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

Contract Management – KPIs

- New KPI7 Contractors Sustainability report (CSR)
Pass/Fail;
- New KPI8 Social & Economic Employment Apprentices
Pass/Fail;
- New KPI 9 Community Enterprise Engagement Pass/Fail;
- New 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

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 the contract Lot Area.
- 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 proposals to deliver tangible outcomes to the NIHE before 28th February 2022 (set up period).
- The *Contractor* will be monitored against the fully costed, quarterly & yearly plan agreed at the outset during set up period (before 28th February 2022 for year 1) of the contract and subsequent anniversaries
- 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 contract Lot Area and in agreeing any proposed items to be included in the plan and include projected outcomes. The outcomes align with the Northern Ireland programme for Government. It is expected that the outcomes/deliverables are linked to works/deliverables included in this contract, including but not limited to:

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

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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