**Maidstone and Swale Borough Council**

**Pest Control Services**

**Prior Information Notice (PIN)**

Maidstone Borough Council and Swale Borough Council are currently reviewing how we deliver our pest control Services. Although the councils have statutory duties for pest control, the provision of the current service is non statutory and it is delivered by a contractor that was selected via a procurement process. Customers who contact the councils for a pest control treatment (or advice) are diverted to the selected contractor who assists the customer and arranges appointments and payment. The current fees and charges are set by the councils, but these may be varied annually depending upon market rates.

Our current contract ends on 02/01/2021 and we are due to re-advertise this opportunity very shortly and we would like an understanding of what organisations may be interested in delivering such a service on our behalf. We are particularly interested in how service delivery and value could be enhanced for customers as well as for the councils. We are also interested in ideas to make the service fully auditable and how the use of technology may make this possible.

Currently our service provides treatments and advice on pest control for residential customers in each borough and our respective corporate council clients including our Parks & Open Spaces, Office Facilities and Property departments.

We have left the specification for what is required intentionally broad to welcome ideas on the way we could collaborate with a service provider to deliver this service for the next few years. This contract will be for a total of 4 years as a 3 + 1 basis. Our overall objectives from the service include:

* Keeping land/ properties free from pests
* Providing a valued and auditable service
* Value for the councils with regards to revenue
* Support local businesses

**The Service requirement**

**Availability**

We would need an organisation to provide a pest control service at times convenient to our customers responding to residential and corporate customer requests for advice and attendance within 24hrs or as requested by the customer.

The contractor would on occasions support council officers in their public health duties by providing advice and inspections. Where necessary providing professional reports to support works undertaken in default where costs are recoverable.

**Accountability**

The contractor will provide all transport and associated costs and must be professionally qualified and be a member of a recognised Pest Control organisation that represents the industry.

The provider will comply with all appropriate insurance criteria and legal responsibilities for such a service.

**Auditability**

The contractor will provide regular performance reports and ideally customer satisfaction checks.

**Some Background Information**

* Currently each council has a dedicated telephone number for residents to contact the councils preferred pest control contractor. Webpages to book appointments and take payments could be set up on council websites using contractor availability.
* An average of 1245 Residential Callouts per year since 2017 across both boroughs
* Maidstone Borough Council has around 77,000 Households
* Swale Borough Council has around 62,500 Households
* Currently, Maidstone and Swale Borough Councils receive a fixed annual fee and a percentage of income over £100,000.

**How to Respond**

Interested companies should submit their response via the Kent Business Portal in a Microsoft compatible document, covering the following points:

1. Outline the contractors suggested option for service delivery, including how the service would be provided from booking appointments through to completion and record keeping.
2. Any benefits / improvements/ efficiencies that can be realised through your solution.
3. Any observations or comments on our current prices for treatments. These are listed at the end of this document
4. An indication of any potential financial benefit to each council if they chose to continue delivering such a service, and at what price.

**Current Pest Fees**

| **Type of Pest**  | **Per visit**  | **Rooms treated/number of visits**  |
| --- | --- | --- |
| Rats and mice | £29.00 | Minimum of 2 visits |
| Wasps, per nest | £58.50 | £10 per additional nest |
| Fleas and other household pests | £70.00 | Up to 6 rooms. £10 each additional room (up to 4). |
| Cockroaches in domestic premises | £70.00 | Up to 6 rooms. £10 each additional room (up to 4). |
| Ant, insects etc | £30 |   |
| Bed bugs | £280.00 | Up to 4 bedroom house. Anything larger will require a survey |
| Hourly charge for treatments carried out on industrial and commercial properties (hourly rate) | To be quoted by Goodwin Pest Management on a job by job basis so as to remain competitive |
| For treatments outside of normal office hours (hourly rate) | To be quoted by Goodwin Pest Management on a job by job basis so as to remain competitive |
| Woodworm, birds, Deathwatch Beetle, Foxes, Moles and Squirrels | Price on application | Requires survey |

**PLEASE RESPOND VIA THE PRO CONTRACT PORTAL MESSAGING FUNCTION BY: Thursday 20 August 2020 at 17:00.**

**Disclaimer**

Maidstone Borough Council and Swale Borough Councils are conducting this PIN exercise to understand the market in terms of supplier interest, possible solutions and potential costs. It does not guarantee that it will tender for this service and is not offering a contract although that may be an option at a later date.