Repair & Maintenance Services

Service Specification

Work package values < £10k

INTRODUCTION

Background & Purpose

Blackpool Housing Company Limited (BHCL) was established by Blackpool Council in order to provide an alternative to poor quality and badly managed accommodation within its most deprived wards.

***Our Vision is to be the landlord of choice in Blackpool. “Improving lives, homes and neighbourhoods”.***

***Our mission: To substantially improve the standards, choice and management of rental accommodation in the inner areas of Blackpool, helping make its neighbourhoods thriving and desirable places to live.***

The Company through its brand, My Blackpool Home (MBH), lets and manages company stock to ensure that our properties provide a safe and high quality home to our tenants.

For further information about the business, what we do and the way we operate, you can visit our dedicated website: www.myblackpoolhome.co.uk

Social Value

A key aim of the BHCL’s Procurement and Commissioning Strategy is to provide a platform to increase community benefit and develop further the strong foundations that have already been put in place to implement the Public Services (Social Value) Act 2012.

REPAIR & MAINTENANCE SERVICES

General repair and maintenance services (including emergency repairs in office hours)

BHCL owns, and also manages on behalf of private landlords, a portfolio of approximately 400 units across Blackpool and in some cases outside of Blackpool. BHCL aim is to expand the portfolio by approximately 100 units per year. These range from individual flats with communal areas, houses, new build and period properties. We will be expecting Contractors to service all different property types. There is an on-going requirement to keep these properties well-maintained and to carry out repairs quickly, effectively and efficiently to keep them in good working order and in order to avoid costly remedial works in the future.

**Out of hours is subject to a different contract (Vitaline).**

Void services

Successful Contractors will also be instructed by the MBH team to deliver works on MBH management voids up to an estimated value of £10,000. These works will be initiated from tenant turn around mainly in-between tenancies, examples of the type of works required is detailed within the individual works specification.

Both types of work will be allocated by MBH, our letting and management arm of the organisation or the development team of BHCL. Successful Contractors are to act as a support to deliver effective repairs and maintenance and voids service in a timely manner covering the whole portfolio of properties.

**There will be no minimum call out charge for the purposes of this contract, BCHL will pay a minimum of one hour’s labour for every job attended.**

KEY PERFORMANCE INDICATORS & FRAMEWORK PRINCIPLES

The following outcomes have been identified as a priority for this contract. This list is not exhaustive and does not preclude other outcomes from being agreed in the future. Contractors are encouraged to suggest relevant KPI’s in addition to those listed.

The successful Contractors will be expected to provide monthly reporting data in the following areas and in electronic format:

* % of repairs completed on time (see response times)
* % appointments made and kept
* % repairs completed on the first visit

MBH will also be monitoring some / all of the following metrics for quality assurance:

* Client satisfaction

How the Framework will operate

BHCL wish to appoint a Framework of up to five Contractors who can clearly demonstrate ability to meet our requirements and who offer the most competitive bid.

Submissions will be assessed on the basis shown in the instructions document. The 5 highest scoring Contractors will be placed on the Framework in ranked order following the evaluation process - the successful Contractors rankings will be notified to them.

When suitable work is identified, the Contractor ranked number 1 will be approached first to deliver the service. If Contractor 1 cannot complete the work, Contractor 2 will be approached and so on.  If the requirements cannot be met by use of this framework then BHCL reserve the right to allocate work on a spot purchase basis.

If MBH understand that a Contractor on the framework has the required specialism for a specified job e.g. a particular accreditation, guarantees, experience or expertise then MBH reserve the right to direct award in these circumstances to a single Contractor where appropriate.

If Contractor 1 on the framework is currently not performing well and/or is unable to meet time, cost or quality standards on existing workload, then MBH reserve the right to approach the second placed Contractor and so on. Contractors will be given reasonable opportunity to put right any under-performance or capacity issues before this option is utilised.

Contractors are expected to take an active part in the framework, accept a high proportion of offered work and will be expected to adhere to the time-frames and rates as submitted in the Pricing Schedule. Price increases may be negotiated during an annual price review in conjunction with BHCL. It is an expectation that prices will be capped in line with the Consumer Price Index (CPI).

The work is varied by nature and consequently MBH cannot guarantee volumes or values of work that might be required on this contract.

Who can use the framework?

The framework agreement is open to use by the following organisations named below:

* BCHL – including the letting arm My Blackpool Home (MBH)
* Lumen Homes

SHARED VALUES / CONDUCT

BHCL expect all Contractors to take an active part in the framework. All parties are expected and encouraged to work together in an open, co-operative and collaborative manner and in a spirit of mutual trust and respect with a view to achieving the Service Outcomes.

Communication: Dialogue between all parties shall be maintained, supportive and helpful e.g. in repairing a fault to a leaky gutter, the Contractor may repair this as requested but also report back that parts of the gutter are blocked and will require future cleaning.

Knowledge sharing is encouraged and should be freely given where it is of benefit or assistance to any of the project participants.

Health & Safety shall be of paramount importance to all parties with adequate risk assessments in place.

Value Engineering: The Contractor is required to be pro-active in applying value-engineering principles to all projects undertaken on this framework and in suggesting changes which, if implemented, would result in financial or operational benefits to BHCL. This may involve the further supply chain and the Contractor is expected to liaise with and co-ordinate any activities required.

Sustainability: The Contractor is encouraged to explore ways in which the environmental performance and sustainability of the works could be improved.

Supply Chain: The Contractor is responsible for supply chain management and will keep BHCL informed of any changes to the identified supply chain. All those involved in the delivery of any projects should share the values given here and in the Supplier Charter.

Site Security: All sites should be kept safe and secure.

SCOPE OF THE WORKS

General Repairs

The scope of the works will typically include, but not be limited to emergency repairs, day to day responsive repairs and small, general, routine repairs –typical examples given:

* Joinery skills: e.g. easing doors, affixing coat hooks & dispensers
* Lock changes
* Glazing skills: e.g. re-glazing a broken window, fitting new locks, easing frames
* Multiple skills: e.g. a leak which may require roofing, plastering, painting and flooring if particularly severe.
* General skills: e.g. gutter cleaning, securing property

Void works

Plus void works will be required, up to a maximum work package value of £10k.

* Management voids during tenancies
* Painting and decorating
* Damp works
* Sparkle cleans
* Larger works: e.g. a kitchen refurbishment, bathroom refurbishment

These examples are not intended to be exhaustive. A list of jobs instructed by MBH is given in the supporting information, which gives typical examples of the job types. You are advised to consider this when deciding if you are able to meet the requirements of this contract, please consider the volume, type, geography and timing in order to ascertain your capacity and skills to carry out the required duties.

BHCL have separate contracts for Mechanical & Engineering (M&E) and Electrical works – which will not be covered by this contract however, the Contractor is expected to work alongside these Contractors on any works. Also, in carrying out works or repairs under this contract, if there are small elements of M&E work required to complete a job e.g. isolate a light to repair a leak / repair a wall to include a broken electrical socket faceplate then the successful Contractor is expected to undertake these relatively minor M&E elements.

If during the course of carrying out any work the Contractor finds work in addition to the agreed individual works specification then the Contractor must seek approval from BCHL first via a written quotation (or telephone in the case of an emergency P1 response).

There may also be work of a specialist or supply only nature e.g. damp works, fire, asbestos survey and removal, sound and media installations, welding, pest control and drainage to name a few which are also excluded from the scope of this contract.

Although it is accepted that some jobs may be of a specialist nature, Contractors are expected to be adequately resourced to attend to and to fix most types of routine repair and maintenance issues and will be expected to accept a high proportion of jobs offered on this contract.

The work is varied by nature and will require knowledge and expertise in a variety of trades and within a wide variety of working contexts, structures and buildings.

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| --- |
|  |
| DETAILED REQUIREMENTSSeasonality & Term-timeThere is no specific seasonality identified as a result of this contract, however, different types of problems may become apparent at different times of year e.g. leaks after heavy rains in autumn / winter.  |
|  |

Materials

There is no overall product specification covering the asset portfolio, therefore in most circumstances the product chosen should match existing unless agreed with the Employer prior to installation. All materials should be fit for purpose and achieve all relevant standards for the intended use.

Skills

This is a multi-trade tender and Contractors are expected to have a mix of skills available (either in-house or sub-contracted) to accommodate the varied nature of the jobs. This should include NICEIC or ECA accreditation to cover minor electrical elements of works / repairs.

Response Times:

Response times for smaller jobs / turnaround times – times counted from when job is issued (phone for P1, email for others)

|  |  |  |
| --- | --- | --- |
| P1 | 24 hour | Make safe within 24 hours (full repair within 1-5 days) |
| P2 | 3 day | Make safe within 3 day (full repair within 1-5 days) |
| P3 | 7 days | Attend and repair within 7 days |
| P4  | 14 days | Attend and repair with 14 days |

Note: For P1 calls - It is expected that buildings are not left in a situation that negatively affects the running of the building for any longer than is absolutely necessary. Acceptable circumstances - lead time for ordering glazing units, specialist items required etc. Any such instance should be reported to BCHL at the earliest opportunity.

Designs:

If required, any designs required to carry out the work will be provided by BHCL.

Legislation:

All building, Health & Safety, Employment and CDM regulations should be adhered to as are in force, or may come into force over the course of the contract. The Contractor should operate in a fully compliant manner with any other Acts or Legislation that are either in force or come into force during the contract period for the purposes of this Contract.

Best practice and industry knowledge:

Industry best practice must also be demonstrated. If there are any new techniques, products or practices that would improve the efficacy, efficiency, finish or value then the Contractor has an obligation to share such knowledge with the BHCL.

Geographical coverage:

Most properties will be located within Blackpool. Contractors should carefully consider the geography of Blackpool, the spread of assets throughout the town, traffic conditions (including tourist seasons), parking constraints, number, type, location and response time for works before submitting a tender.

Building Occupiers & Making appointments:

Properties may be vacant or occupied while the work is being carried out and consideration will need to be given to other tenants in the building, neighbours and businesses. This will depend on the scope and scale of the work being undertaken. If required, the Contractor is expected to arrange appointments directly with the tenant to attend to the repairs.

Warranties:

All work on this contract should carry warranties, the following is required as a minimum:

* Structural work: 6 months
* Product Warranties: As manufacturers standard

Hours of operation:

Usually jobs are logged from tenants to the MBH office between the hours of 9.00am to 5.00pm so this is typically the times you’d expect to take calls for work. After this time the out of hours service commences and the out of hour’s response team will attend.

Actual hours worked is determined by the Contractor. However, no overtime, night, weekend or bank holiday working is expected on this job but may be required from time to time.

Repair and general maintenance jobs started are expected to be completed in the same day i.e. not left unfinished overnight unless this has been agreed with BCHL and the tenant in advance. Any job left for the night (general repair or void works) must be left in safe, clean manner.

Issues arising on site:

In general, any issues which alter the time, cost or practical delivery of the project should be reported as soon as possible to BHCL.

The Contractor must ensure that their employees are fully trained and competent in identifying asbestos. The discovery of asbestos in a friable condition must be reported immediately to BHCL.

Personnel shall comply with all site rules whilst working on any premise or project.

Quality & Finish:

Workmanship must be top quality. Finishing and detailing is important.

In general, products should be fixed, applied, installed or laid securely, accurately, plumb neatly and in alignment and in accordance with manufacturer’s instructions.

Finished work should not be defective, damaged, dirty, faulty or out of tolerance.

Workmanship should be to a standard which meets all relevant regulations and codes of practices.

E.g. plastered surfaces should be smooth and trowel-mark free, painted surfaces should be uniformly coloured, joinery should be gap free and so on.

Any existing finished work should be protected during the works e.g. using protective covers, screening, sheeting or removal from location whilst work is in progress.

Maintenance Requirements:

Work must be carried out with ease of maintenance in mind e.g. services should be accessible.

Materials and parts:

Contractors must provide their own materials (as specified) unless otherwise stated. Materials supplied should be consistent e.g. same colour and type / matching in accordance with any specification given or to match existing. Where a particular make / model is required this should be provided. Any substitute products / materials must be agreed with BHCL in advance.

The Contractor must ensure that, wherever applicable, all materials used and replacement parts shall conform to all relevant British Standards.

Materials must be new unless otherwise agreed with BHCL.

Documentation:

Product Documents, if applicable, should be provided to BHCL including but not limited to:

* Warranties / Guarantees
* Operating instructions
* Maintenance schedules
* Installation guidance.
* Any commissioning certification
* Any other documentation as appropriate

Where products are not documented they should be of a kind and standard appropriate to the nature and character of that part of the works where they will be used. Suitable for the purposes stated or reasonably to be inferred.

Tools:Contractors should provide all tools, small plant and equipment to fulfil the job.

Tradespeople should be skilled, competent and trained in their correct use.

Skip Hire, Permits, Vehicles & Other ancillary items:When pricing for a project, skip hire and all other ancillary items should be included in the quote. The Contractor shall strive to recycle waste materials wherever practicable.

It is the Contractor’s responsibility to arrange the ancillary items as required.

Contractors must hold and maintain throughout the period of the Framework all valid licences and permits lawfully required for the provision of the service. Copies of such licenses shall be required together with details of membership of any applicable trade organisation. Copies of documents e.g. waste transfer notes shall be made available to the Employer as required.

Any vehicles utilised under this contract should be in good repair, fit for purpose with valid MOT, road tax and insurance. Vehicles should be parked legally, courteously and allow access for emergency vehicles at all times.

BHCL will not be liable for any costs not outlined in your cost proposal. The price given is expected to be a fully inclusive price.

Resourcing & Supervision:Resourcing and Supervision, if required, at site will be undertaken by the Contractor.

For projects, BHCL will be available on site periodically and will be on hand to answer any queries that may arise or to consult over any issues.

Personnel & Sub-Contracting Issues:The Contractor shall select, employ, train, furnish and deploy in and about the performance of these services only such persons as are of good character and who are appropriately skilled, trained and experienced.

Specific work which requires an accreditation or qualification to carry out should only be carried out by qualified personnel (e.g. NICEIC).

The Contractor has the responsibility for training personnel and keeping qualifications and industry knowledge up to date for the contract period.

The Contractor is responsible for ensuring that all personnel employed on a project are equipped with relevant PPE e.g. safety boots, goggles as necessary.

The Contractor is responsible for welfare of personnel whilst at work.

Personnel shall comply with all site rules whilst working on projects or at premises.

All personnel remain in the employment of the successful Contractor for the duration of the contract. BHCL shall have no responsibility for payroll, pensions or any other HR related issues. The successful Contractor should ensure that personnel employed on this contract have the relevant employment contracts in place with such personnel (e.g. have the right to work in the UK, hours, conditions, pay rates, holiday entitlements all should align with those required by this contract etc.). The successful Contractor shall comply with any statutory requirements in relation to recruitment.

The successful Contractor shall use all reasonable endeavours to ensure that its subcontractors are managed appropriately. The same standards and requirements expected of the main contractor shall be extended to any sub-contractors e.g. trained, competent, supplied with PPE and tools etc.

Occasionally, Disclosure & Barring Service (DBS) checks for personnel may be required. Contractors should either have or be prepared to obtain DBS checks for personnel where required.

**Conduct & Behaviour:**

The personnel provided for the purposes of this contract shall behave at all times in a courteous and polite manner to all building users and neighbours.

* Being prompt when an agreed time has been organised to have works undertaken.
* Uniforms and ID badges to be worn at all times.
* Being clean, properly dressed, taking off soiled shoes or boots (or using overshoes) before entering premises.
* Not smoking in properties or directly outside.
* Observing any reasonable cultural or religious requirements that the clients may have. Discussing the work with the relevant client on arrival and agreeing on how it is to proceed, keeping the client or the Employer regularly updated on the progress of the job, particularly when the work will require more than one visit to complete.
* Not playing radios or headsets in areas where it could cause disruption to clients.
* Always using dust sheets where mess is likely to result from the works.
* Always leaving a calling card if the client is not in when access is required.
* Always showing identification cards before seeking entry for the first time.
* Never using bad language or speaking in a way which may cause offence to any member of the community.
* Always clearing up promptly any mess left as a result of the works carried out.
* Not using any of the client’s facilities without their prior permission.
* Taking all reasonable steps to ensure the security of the property and possessions.
* Not to speak negatively to any building user or member of the public about any aspect of BHCL.
* Not to speak negatively to any building user or member of the public about previous works or works done by another Contractor.
* Vehicles used for delivery of this contract shall be parked considerately so as not to cause obstruction to traffic, neighbouring properties or other road users.

**Health & Safety Provisions:**

The Contractor and his staff shall comply with all relevant statutory requirements, and shall carry out all works to a standard that will enable BHCL’s obligations under the Health & Safety at Work etc. Act 1974 to be met.

The Contractor’s staff shall be required at all times to perform in a manner that is safe both to themselves (including the wearing of safety kit and PPE) and safe to residents and all other persons likely to be affected by the Contractor’s activities, including members of staff and members of the public.

BHCL shall have the authority to immediately stop the Contractor’s staff if they are considered to be working in an unsafe manner, and they shall not resume until a safe method of working has been agreed. Any cost or delay resulting there from shall be the responsibility of the Contractor.

If applicable, the Contractor shall submit a copy of his Company's Health & Safety Policy Statement for retention by BHCL.

The Contractor shall act as the Principal Contractor and shall provide for the health, safety and welfare of people at work and those who may be affected by their operations. They must be able to demonstrate how they meet their employer’s duties under ‘The Health and Safety at Work Act 1974’ and ‘The Management of Health & Safety at Work Regulations 1999’. The Principal Contractor will ensure they are aware of and comply with their duties under relevant acts, regulations and standards as applicable to their area of operations. This will include but not be restricted to ‘The Construction (Design and Management) Regulations 2015’ and associated legislation. In particular, they must have policies and procedures that ensure:

* risk assessments,
* safe systems of work,
* method statements and
* work permits are implemented as applicable.

Assessment of Risks:

The Contractor, in fulfilling his statutory duty-of-care to his employees under the Management of Health & Safety at Work Regulations 1999, shall make an assessment of the risks to which the Health & Safety of his employees would be exposed whilst they are at work; and of the risks to the Health & Safety of persons not in his employ out of or in connection with the conduct by him or his undertaking.

Depending on the scope of the works the Contractor should select the most appropriate form of risk assessment and personnel should be trained and competent in hazard and risk identification.

If appropriate to the circumstances, the Contractor shall undertake a full written assessment, taking into account his entire sphere of operation and recording all significant findings of that assessment. The risk assessment shall pertain to the actual premises and equipment in question, and not premises or equipment in general.

A copy of each risk assessment shall be submitted to BHCL with a clear and prioritised indication of any remedial measures that need to be implemented by BHCL

The Contractor shall regard the risk assessment(s) as a duty to be carried out within the contract price for the whole job and at no additional cost to BHCL.

Business Continuity

The Contractor is expected to have a robust, up to date and regularly audited business continuity plan to cover planned and unplanned events.

Insurance:

BHCL requires the successful bidder to have, or commit to obtain, the following levels of insurance. You will be required to provide evidence of insurance prior to contract start.

BHCL will reserve the right to request sight of these at any time during the lifetime of the contract.

|  |  |
| --- | --- |
| **Insurance Type** | **Level** |
| * Employer’s (Compulsory) Liability Insurance
 | £5 million |
| * Public Liability Insurance
 | £5 million |

\*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.

Repair & Maintenance Work Allocation Process

All jobs will be issued via email from the MBH lettings team on a work order which will include a copy of the official order for that particular job including job priority. Emergency jobs will be called through from a member of the MBH letting team with an order number and the official order to follow via email.

Once a job has been completed the contractor updates BHCL (or MBH whichever department allocated the job) and confirms completion in an agreed format and method.

Invoicing / Record Keeping

The successful Contractor will institute, keep and maintain proper and sufficient record in connection with business conducted under this contract for the duration of the service being delivered and for a period of 12 months after.

BHCL cannot guarantee the amount of business which will be generated to the successful tenderer - any stated volumes, quantities or usages are a guide only. Should the BHCL’s requirements or budget alter these will be subject to change and may increase or decrease accordingly. It is expected that the successful tenderer is adequately resourced to accommodate such changes and will provide a total supply / service for the required period, whether greater or smaller at the tendered rates.

Invoicing should be consolidated on a monthly basis and must be accompanied with a schedule of works and a cost per property to match the monthly invoice. Invoices are paid within 30 days of the invoice received date.