Cycle Hangar procurement:

Pre-tender soft market testing questions

Introduction

This autumn, Hackney Council intends to undertake a £2m+ procurement exercise to secure a long-term supplier to provide cycle hangars, and associated parts and support, as part of our commitment to double the number of cycle hangars in Hackney by 2026.

The purpose of this soft market testing exercise is to understand from suppliers in the market about the products they offer, which will be used to help us determine the final scope and design of our specification.

If you would like to take part in this, please send your response to us no later than **Friday 7th October 2022.**

In addition, please provide any supporting information about your current cycle hangar product range, such as brochures or other imagery.

**Disclaimer:**

This is not a full procurement exercise and London Borough of Hackney does not in any way commit itself to conducting one now or in the future. This questionnaire does not, and will not, form any part of any subsequent contract between the Council and any

future Provider.

The Council may go out to competitive tender for the Services in the future. However, neither the issue of completing this questionnaire, nor any of the information presented within the questions, should be regarded as a commitment or representation on the part of the Council to go out to competitive tender or to enter into any future contractual Arrangement.

Please note that whether you participate in this exercise or not, it will not have any bearing on you being part of any future procurement exercise or additional market testing, should the Council decide to pursue it. This is Without Prejudice to any future procurement opportunities with LB Hackney

Questions

**Installation capacity**

1. Hackney has an ambition to install enough cycle hangars to provide secure cycle marking for a further 4,000 residents by 2026 at the latest. Do you feel this is achievable and how many hangars per month would you have the capacity to install in Hackney?

**Hangar security**

1. Suppliers must be able to provide evidence that their security measures adhere to industry approved security standards which are capable of resisting attacks from unpowered hand tools. Can you please tell us about the range of security measures you have in place in your hangar design, including any security standards they have met during testing, to ensure that locking points, doors, all panels and ground fixings must withstand forced attacks or levering?
2. What forms of access do you offer on your hangars as standard / premium (eg key, a fob, or a keyless/fobless solution etc)? We are also keen to understand what benefits electronic opening mechanisms offer the provider and the user, based on your experience? For non-standard key access can you give any indications of indicative ongoing costs if any licencing/usage fees are applicable over the cost of parts?
3. Do your hangars enable users to lock the bike frame and both wheels to an internal security infrastructure element within the hangar, in line with the London Cycle Design Standards and Police guidance?
4. Hackney wishes to mandate that all hangars must prevent potential thieves from being able to visually determine the value of any bikes stored within, meaning that we are looking for designs that have solid doors, side, and end panels. Do you offer a hangar design that would be able to meet this requirement?
5. Hackney Council are looking for units capable of being securely fastened to the road or paved area with a single fixing at each corner, whilst still fulfilling the security criteria listed. Internal racks should form part of the main structure and not have separate ground fixings. For standard parking bay installation, the hangar will have the back feet installed to the carriage way and door side feet installed into the kerb stone. Is this possible with your hangars?

**Hangar design**

1. Please can you provide us with the dimensions and number of bikes that each of your hangars is able to accommodate?
2. What is the width and depth of the spaces available for cyclists in your hangar(s)?
3. Do you offer any form of 'modular' design for hangars, that for example enable half-length mini hangars and/or 2x length double hangars? If so, can you briefly explain what options you offer?
4. Provide any details of non-standard hangars that can accommodate cargo bikes that you offer
5. We are keen to ensure that our hangars have a door which opens largely within the footprint of the hangar and not out into the pavement causing a hazard to pedestrians. Please describe how your hangar operates.
6. Each year Hackney loses several hangars due to collisions and wants to make sure that hangars are visible to drivers, particularly at night. Can you briefly explain what measures your hangars come with to improve their visibility?
7. To ensure that our hangars are accessible, we want them to be accessed by users with a broad range of physical abilities. Please explain how your hangar’s design is accessible.
8. Do you offer any additional features that you offer in relation to your hangars that are optional that we may wish to consider for inclusion in our specification?

**Hangar maintenance**

1. We will be looking for a long-term contract with a potential supplier, who will need to be able to provide spare parts which we will need during the life of the unit. The timescale for doing so will form a contractual commitment. What timeframe would you be confident of meeting between receiving orders for parts, ranging from keys and handles to door panels, and delivering these to Hackney Council?

1. Hackney Council regularly undertakes relocations of hangars. Moving the hangar as a complete unit with bikes in situ is crucial to the continued efficient service the Council provides. Please explain if and how this can be achieved with your hangars?
2. The hangar should be maintainable without the need for specialist tools or removal of bikes. Is this possible with your hangars?
3. Hangar locks must be modular so the barrel can be retained in certain situations and avoid the need to reissue keys to customers. Is your hangar design able to meet this requirement?
4. Hackney Council has an in-house maintenance team, who will carry out routine maintenance a minimum of once a year. What frequency of maintenance would be needed to ensure that these visits meet warranty requirements, and what types of tools or products are required to keep your hangars in good working order?
5. A significant amount of the maintenance work undertaken by Hackney Council relates to leaves, litter and other debris collecting inside hangars, having blown in underneath the side panels. This is in part because most hangars will have their back feet installed to the carriage way and door side feet installed into the kerb stone, to aid usage by customers. Do you have a solution to this challenge that features on your hangars?
6. We are looking for a hangar capable of being levelled with height adjustment, which is needed to accommodate varying heights between the kerb and road on which the feet will be placed. Are your hangars capable of being adjusted in this way, without affecting the door opening mechanism or other functions?
7. A significant cost factor in the ongoing maintenance of cycle hangars is the need for regular cleansing to remove leaves and litter that blow in underneath side panels and collect inside. Do you offer a feature that addresses this, and if so, can you describe how it works?
8. What is the warranty on your hangar parts?
9. What is the working life of the main structure of the hangar without the need for repainting, or other surface treatment?