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**Sub-Contractor Building Trades Framework**

**Background**

Blackpool Coastal Housing (BCH) is an Arm’s Length Management Organisation (ALMO) which runs a Direct Labour Organisation (DLO) providing maintenance, repairs and refurbishment works to approximately 5,000 homes within Blackpool in addition to private contracts. More information on our services and business can be found at [www.bch.co.uk](http://www.bch.co.uk).

We cover the spectrum of repairs and maintenance services including responsive repairs and voids. We have particular expertise in planned maintenance programmes including the installation of new kitchens and bathrooms, and refurbishment works.

This framework is to identify a number of suitably qualified and experienced Sub Contractors who will be selected for inclusion to a Sub Contractors Framework Agreement. As such the agreement will be structured to meet BCH’s needs, with the Framework including work streams for Reactive Responsive Works Requirements, Void Works and Capital Works.

Each Lot will include trade specific sections and contractors may tender with the aim of being appointed to 1 or more Lots. The selection criteria for all participants will be set out in the Invitation to Tender Documentation.

**Lots & Values**

The framework will require contractors to tender to provide one or more of the following services:

LOT 1 – **General Building** UP TO 250K PER YEAR

* including: Joinery, Plumbing, Plastering, Tiling and general building.
* Joinery works are likely to involve minor joinery repairs such as re-hanging doors, renewing doors, repairing/ replacing floor boards, kitchen installations, etc.

Plumbing works are likely to involve minor plumbing repairs such as repairing leaks, repairing/ replacing toilets and attending to blockages, bathroom and wet room installations. etc. Plastering works are likely to involve both major and minor plastering works e.g. patch repairs following a leak to re-plastering complete rooms. Tiling works are likely to involve small tiling repairs such as replacing cracked tiles to larger works such as complete re-tiles of kitchens and bathrooms. Works will include responsive repairs and repairs to void properties.

BCH have a Capital investment programme and works will vary in value and complexity. At this stage BCH are unable to state the value of this work. The Contractor awarded LOT 1 will be invited to tender on projects.

* LOT 2 **– Brickwork/ Groundwork** UP TO 20K PER YEAR
* Works will involve small repairs such as patch pointing, flagging and brickwork repairs to larger scale works such as re-building walls and whole house re-pointing.

LOT 3 – **Flooring** - UP TO 70K PER YEAR

Works will involve the replacement of kitchen and bathroom flooring to the specification required by BCH, Floor screeds and concrete floor repairs. Works will include responsive repairs and repairs to void properties.

LOT 4 – **Roofing** **and Scaffolding** – Roofing UP TO 100K PER YEAR, Scaffold UP TO 50K PER YEAR

Works will involve Responsive roofing repairs; from re-fixing roof slates and tiles, renewing slates and tiles, re-bedding/ renewing/re-pointing hip and ridge tiles. Repairing and renewing built up flat roof systems, re-fixing/renewing lead flashings and gutter repairs and replacements.

This lot also includes access equipment and scaffold, this includes providing scaffold for BCH to enable DLO operatives to work safely at height.

BCH have allocated 50K per annum for Capital investment roofing works, the contractor awarded LOT 7 will be invited to tender for this work and must have the experience and capacity to carryout programmed Re-roofing projects.

LOT 5 -  **Drainage**- UP TO 70K PER YEAR

* Works will involve the clearance of blocked drains, small drainage repairs such as fractured pipes and larger scale drainage repairs including re-lining and CCTV surveys

LOT 6 – **Decorating** - UP TO 15K PER YEAR

Works will involve small touching up of décor followings leaks to larger scale jobs such as full property redecoration and wallpapering. Works will include responsive repairs and repairs to void properties.

LOT 7 – **Pest Control** - UP TO 5K PER YEAR

* Works to involve eradication of pest infestations such as flea sprays and rat infestations.

\*Please note that all values are estimates and any works issued will be based upon demand.

**How the framework will operate**

BCH wish to appoint a Framework to include 1 Contractor per lot who can clearly demonstrate ability to meet our requirements and who offer the most competitive bid.

Contractors are expected to adhere to the rates as submitted in the Pricing Schedule. Price increases may be negotiated during an annual price review in conjunction with BCH. It is an expectation that prices will be kept in line with the Consumer Price Index (CPI).

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

**Expectations**

The successful contractors will be expected to adhere to Blackpool Coastal Housing’s (BCH’s) KPI’s and response time scales. Additionally, the contractor will adhere to BCH’s contractor code of conduct and deliver a customer orientated service designed to meet the expectations as outlined within this tender.

**Legal / Competency**

All work should be carried out in line with all Building Regulations that are either in force or come into force during the contract.

In addition, Contractors should adhere to all Construction, Design and Management Regulations that are either in force or come into force during the contract.

Contractors should adhere to all Health & Safety and Site Rules.

The Contractor should operate in a fully compliant manner with any other Acts or Legislation that is either in force or comes into force during the contract period for the purposes of this Contract.

Tradespeople should have an up to date knowledge of best practices and materials.

Contractors are asked to share any best practice methods / ideas for more efficient ways of working with BCH.

**Quality & Finish**

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

Work should be carried out with maintenance in mind.

**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**

Skip hire and all other ancillary items should be included in the work. 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 BCH 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.

BCH 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 at site will be undertaken by the Contractor.

**Response Times**

BCH operate strict response times across all our service areas. The following expectations are expected to be met:

Responsive Repairs - Emergencies – Attend within 4 hours , complete within 24hrs

By Appointment – All non- emergency works will be carried out by a mutually agreed appointment. Contractors will be required to arrange an appointment that is convenient for the customer (BCH Tenant) and the contractor. No appointment may exceed 28 calendar days from receipt of the order.

Voids - Void works must be started within 7 calendar days from receipt of order. All works will be scheduled by a BCH inspector who will provide a fixed timescale for works to be completed within. Any extension of time will only be granted due to additional works agreed by BCH.

Capital Works - All capital works projects have individual agreed timescales. Works are planned in advance and timescales will be agreed.

All priorities are categorised by BCH and will only be changed with prior agreement from BCH.

Hours of work are between 8AM and 5PM, no overtime, nights, weekend or bank holiday working is allowed on this contract unless this is by prior agreement with BCH.

**Issues Arising on Site**

Issues that alter the time, cost or practical delivery of the project should be reported as soon as possible to BCH.

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 BCH.

Personnel shall comply with the Contractors Code of Conduct and any site rules whilst working on the project.

**KPI’s**

BCH operates a customer focussed service designed to provide an efficient and value for money service to our customers. Contractors will be monitored against the following KPI’s:

Responsive Repairs:

|  |  |
| --- | --- |
| **KPI** | **Target** |
| % emergency jobs completed within time | 99.00% |
| % Appointments made  | 100.00% |
| % of Appointments kept | 98% |
| % jobs fixed first time | 95% |
| Number of defects (per month) | 0 |

Voids:

|  |  |
| --- | --- |
| **KPI** | **Target** |
| Category A voids completed within time | 100% |
| Category B voids completed within time | 100% |
| Category C voids completed within time | 100% |
| Major works voids completed within time | As agreed |
| Defects | 0 |

Capital Works:

|  |  |
| --- | --- |
| **KPI** | **Target** |
| Works completed within agreed timescale | 100% |
| Defects | 0 |

General:

|  |  |
| --- | --- |
| **KPI** | **Target** |
| All appointments made within 24 hours of receipt of job | 100% |
| BCH sub-contractor portal updated within 24 hours of each event | 100% |
| Queries responded to within 24 hours | 100% |
| Complaints actioned within 5 working days | 100% |

**Reporting**

BCH will provide a monthly report of the above KPI’s. A response to any failure to meet the performance standards must be provided. Monthly or quarterly meetings may be arranged to discuss performance.

**IT Systems**

The successful contractor will be expected to operate through BCH’s designated IT system through a sub-contractor portal. A web based log in to this system will be provided free of charge by BCH and all jobs will be received through this portal. BCH also expects all jobs to be completed and updated on a daily basis through the portal. In the event of an IT failure, phone contact will be acceptable.

**Materials**

BCH use generic materials across our stock and the same materials are expected to be used unless prior agreement has been obtained from BCH. BCH use Jewson’s as the main supplier of building materials and access to our basket of items can be arranged through this agreement.

Substitute materials should be discussed with BCH prior to installation.

All materials and replacement parts shall conform to the relevant British Standards.

Materials should be new unless otherwise agreed with BCH.

**Risk Markers (Two Person Attendance)**

As a provider of social housing, BCH has a number of vulnerable customers. As a result BCH holds risk markers on various properties which require a two person attendance. These risk markers will be highlighted and made clear when jobs are ordered, however, it is expected that the contractor provides the second worker at no additional cost to BCH.

**Payment**

All works orders will be expected to be invoiced within 7 days and contractors will be on 28 days payment terms.

**Variations**

Any variation to the original order received will be through an authorisation procedure as defined by BCH. This could be through verbal authorisation or through using the sub-contractor portal and will be confirmed by BCH.

**Post Inspections/ Quality Audit Checks**

As a matter of course BCH will carry out quality audit checks on completed works. BCH will post inspect 100% of complete works above the value of £250 and 10% of works under this value. Should the standard of workmanship not meet BCH’s requirements it is expected that the contractor will return and remedy the works cost free.

**Defects**

All reported defects will be covered by a ‘Recall’ job order and will be expected to be valid for a 12 months period. All defects are expected to be remedied at zero cost and within the following timescales:

* Emergency: 4 hours
* Urgent / Routine: 3 days

**Complaints**

Complaints must be responded to within 5 working days of receipt and include all requested information from BCH.

**ConstructionLine**

Contractors are expected to be members of ConstructionLine or become members of ConstructionLine within 6 months of Contract Start Date (where appropriate). ConstructionLine membership should be on-going and up to date for the course of the contract.

**No Access**

All works orders must have an appointment made with the customer. If access is not possible then a ‘no access’ card must be posted confirming the date and time of the attempted access. Three attempts at access must be made. If after this no access has been gained then BCH must be contacted through the portal and the job will be cancelled.

**Pricing**

Contractors wishing to tender are required to provide a percentage decrease or increase against the Nat Fed Schedule of Rates (SOR’s) which are attached. The percentage is expected across the range of SOR’s not by each individual SOR price.