

Annex A – Procurement process

Summary of Procurement process in respect of the Building Fabric Maintenance in West Surrey

1. The existing contract for the provision of this service (Planned Maintenance Works, Planned Cyclical and Responsive Works) expires on 30 September 2019.
2. The Surrey West Building Fabric Maintenance (small building works, roofing repairs etc.) Lot in the Building Maintenance Projects, Statutory Building Maintenance and Responsive Building Repairs Tender (Hard FM) did not provide a competitive response within the budget available and we have taken the requirement back to the market as a stand-alone competitive tender.
3. A full tender process compliant with the Public Contracts Regulations 2015 and Procurement and Contract Standing Orders is being carried out following the approval of the Sourcing Plan by the Sourcing Governance Board (SGB) on 4 June 2019.
4. The Procurement Sourcing and Governance Board considered the following options.

Options	Description <i>(Please give brief details, explaining relative risk of each option)</i>
Option 1: Re-tender the requirement as an open competition. PREFERRED OPTION	Open Competition as a re-tender of the requirement using the same documentation utilised in the previous tender exercise.
Option 2: Accept the Orbis Hard FM tender results.	This would have resulted in a cost increase which was beyond the available budget for Buildings Maintenance, resulting in either inferior works due to cost cutting, or delay to vital maintenance and repairs due to lack of budget. Both have legal implications for SCC.
Option 3: Access a procurement arrangement or framework let/managed by another authority.	Whilst some Facilities Management (FM) related frameworks exist there are none which exactly match the scope defined in the previous tender, which would require negotiation with each framework holder prior to the mini competition, would not allow a full test of the market and would not engage large, small and local contractors.

5. In order to implement Option 1, an open tender procedure was chosen. Participation in the open tender procedure is accessible to all companies who wish to take part and a selection stage in the evaluation enables the contracting authority to limit the number of suitably qualified candidates who can be considered during the award stage to those companies who have the most suitable experience and have passed the due diligence tests regarding financial capacity and corporate governance. This leads to a more efficient process for both suppliers and the contracting authority in a market with many potential providers.

6. The Procurement has been designed to identify the most appropriate contractor who can offer innovative best value outcomes to the Council including:
 - A customer focussed offering
 - The most effective and best value for money offering which makes the best use of internal and external resources
 - Complementing the Council's plans
 - The ability to flex to meet the Council's needs and demands
 - Optimising the use of digital technology for the monitoring and where appropriate delivery of these services
 - A consistent level of performance and satisfaction
 - Using innovation appropriately to improve service performance and delivery
 - Strive for continuous improvement and improved cost of delivery
 - Contribute towards the Council meeting our statutory duties
 - Maximises the delivery of Social Value from each contractor
7. The ITT was published on the Official Journal of the European Union (OJEU) on 7 June 2019 and the documents made available on In-Tend the same day.
8. The Evaluating Panel which comprises Surrey Procurement and Property Services personnel will be set up to evaluate all ITT responses.
9. The Stage 1 Questionnaires will be evaluated to ensure that companies have the legal, financial and technical capacity to undertake any subsequent contract. We will also ensure that they have health & safety and equal opportunities policies in place. If any tenders received do not meet the minimum requirements of the Selection Stage, they will not be moved forward to the Award Stage.
10. Those tenders moving forward to the Award Stage will be evaluated using the award criteria set out in the tender documents which comprise 60% of Commercial and 40% of Quality Score.
11. In accordance with best practice each response to the Quality/Technical questions will be assessed by a minimum of 3 evaluators independently. The evaluators will meet to discuss and moderate their scores in the presence of an experienced moderator.
12. The results of the evaluation and proposed award will be reviewed by Property Services and will be presented to the Sourcing and Governance Board for approval to present to the Executive Director for Resources and Lead Cabinet Member for Corporate Support for authorisation to award a contract to the winning bidder.
13. All tenderers will be informed of the preliminary outcome of the procurement process and that the formal tender results are subject to the above approval to award a contract.
14. Performance of the subsequent contract will be monitored through a series of Key Performance Indicators / Contract Performance Indicators which will be agreed with each supplier based on a typical example shown below which was incorporated into the Scope in the tender documents:

Reactive and Cyclical KPIs

KPI ref	KPI	Description	Measurement	Target				
				Yr1	Yr2	Yr3	Yr4	Yr5
1	Attendance and/or repair within each priority: P1 P2 P3 P4 P5 P6	Contractor attends to a reactive call out within the time allocated in Purchase Order	The Property Helpdesk will record date and time of receipt of the fault and issue a purchase order via its PAMS system. The date and time of issue and priority will be recorded within PAMS. The Contractor will record within PAMS the date and time of the attendance and/or fix. Difference between purchase order issued date and time and attendance / completion must be within target time and date. e.g. orders within target date and time /number of relevant orders issued in month expressed as a percentage	80%	83%	85%	87%	90%
2	First time fix.	Contractor attends to a reactive call and completes within original time allocated.	The Property Helpdesk will record date and time of receipt of the fault and issue a purchase order via its PAMS system. The date and time of issue and priority will be recorded within PAMS. The Contractor will record within the PAMS the date and time of the job completion. Difference between original target date (not adjusted for variations) and completion date must be within original target date.	50%	55%	60%	65%	70%

			e.g. orders complete within target date and time /number of orders issued in month expressed as a percentage					
3	All cyclical servicing completed by due date	Contractor carries out servicing by due date	The Contractor enters the completion date of the service into PAMS within 10 working days of completing the service. The Service Manager calculates the difference between the service completion date and the due date based on the previous service date. Eg. number of completed services on or before due date in any one month / no. of service visits due in that month expressed as a percentage	85%	87%	90%	90%	90%

KPI ref	KPI	Description	Measurement	Target				
				Yr1	Yr2	Yr3	Yr4	Yr5
4	All certificates, records and logs for the operational delivery of works up to date, correct and available for inspection within 10 days of the service visit.	Contractor keeps the Employer's system up to date with timely servicing information	The Contractor uploads all certificates, records and logs into the Employer's Sharepoint system. The Service Manager compares the certificates in Sharepoint with the completed services in PAMS. Eg No. of matching certificates in Sharepoint / no. of services completed in any given month	75%	77%	80%	80%	80%
5	Percentage of properties non-compliant at any one time	What % of properties are non-compliant at any one time relevant to the contract - this relates to cyclical	The Service Manager compares the number of its premises where cyclical servicing is up to date compared to those where it is not. Contractors will only be measured on those	15%	12%	10%	10%	10%

		servicing only.	services it is responsible for. Eg no. of premises where servicing is not up to date / total number of premises Measured monthly					
6	Baseline Social Value	Delivery of £x,000 of Baseline Social Value per annum	Annually on anniversary of Starting Date	100%	100%	100%	100%	100%

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