

Welcome

Repairs and Maintenance Contract Procurement

1. Mute on
2. Raise hand for any questions or
3. Type in chat

Information Day 25th July 2024



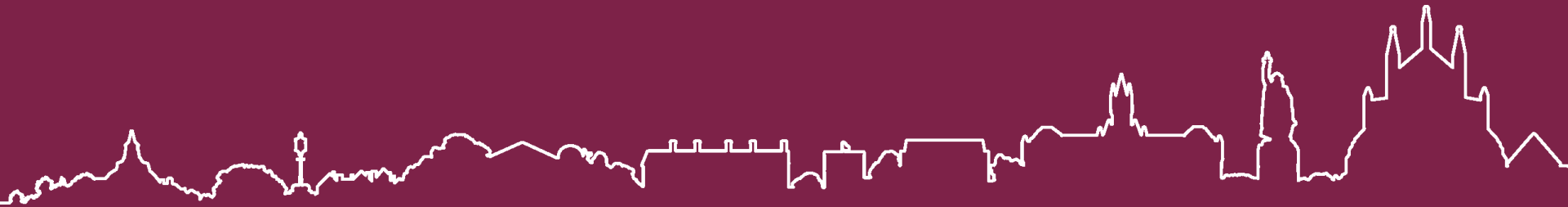
- * Andrew Donaldson – Project Lead for Service Transformation**
- * Jamie Butt – Winchester City Council Lead Officer for Procurement**
- * Shane Hughes – Independent Procurement Advisor**

Agenda

1. Introductions To Winchester City Council Team
2. Aims of the day (Jamie)
3. Background information (Andrew)
4. Key drivers for the future (Andrew)
5. Initial Proposals (Andrew)
6. Timescales (Jamie)
7. Procurement Route to market (Jamie)
8. Procurement process(Jamie)
9. Market testing questionnaires (Shane)
10. Questions

AIMS OF THE DAY

- Have informal discussions outside of the rigors of a formal tender exercise
- Set out and provide detail on the intended process and scope
- Allow questions throughout with an open Q&A at the end
- Obtain views of interested parties to ensure a well-rounded process
- Identify any potential roadblocks
- Share consolidated questions and answers online after the event
- NB: some queries may need to be taken offline



BACKGROUND INFORMATION

Winchester City council has a total asset portfolio of 5570 homes that feature General Needs, Sheltered, Leasehold. Shared ownership and TA tenures

An indicative breakdown is

2250 Flats

74 Maisonettes

835 Bungalows

2287 Houses

124 bedsits

The district covers approx. 255 square miles



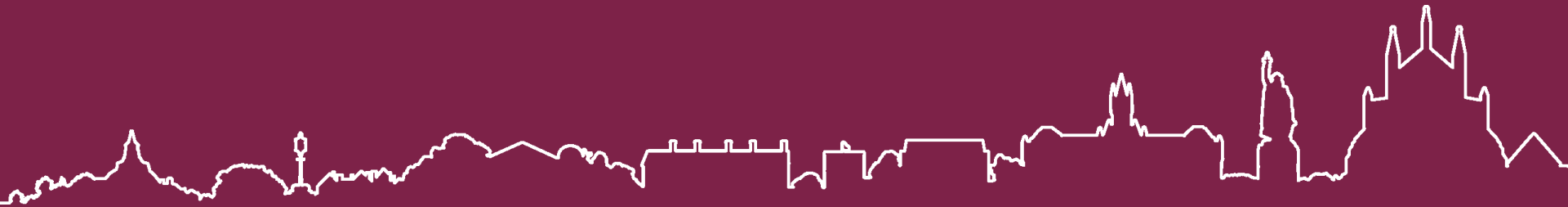
BACKGROUND INFORMATION

The average number of responsive repairs completed each year is 22,500

The average number of voids each year is 300

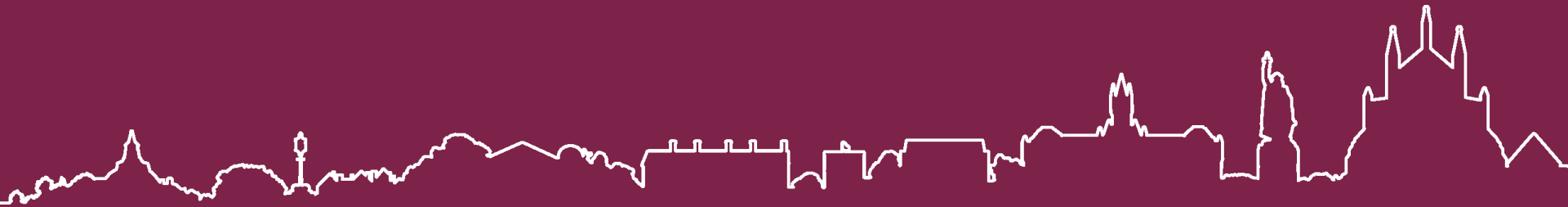
There are 4 blocks above 18m all situated on the same estate

The two current term contracts expire in July 2026



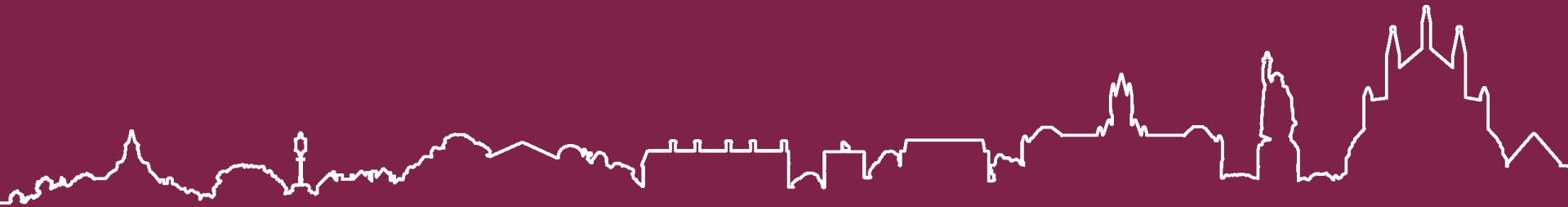
KEY DRIVERS FOR THE FUTURE

- Establishing an emphasis change to a Resident Centric service.
- Delivering a service 'For and With' residents not 'To'
- Creating a tripartite environment for collaborative working



KEY DRIVERS FOR THE FUTURE

- Developing a holistic approach with the maintenance of WCC assets
- Managing demand on the service
- Collective working to facilitate continuous improvement
- Improving the customer journey
- Enhancing communication through innovative process and systems
- Striking the balance of delivering a good service with greater demands on funding



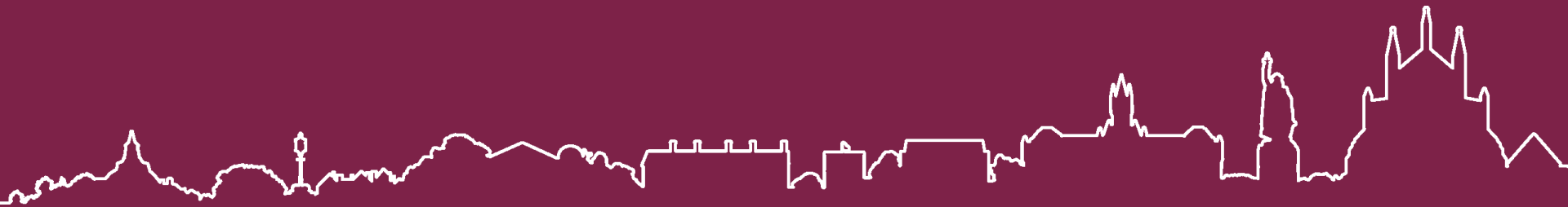
INITIAL PROPOSALS

- Scope of work to include Repairs, Maintenance, Voids, Gas and Electric servicing, Cyclical maintenance and Planned Works
- Value circa £16m- £20m pa
- Possibility that circa £40m Retrofit works could be included
- Long term proposed –10 years with no breaks
- Open book reviews at 3, 5 and 7 years
- PPR (Price per Repair)
- PPV (Price per Void)
- Price per Property model with a clear list of exclusions and a declared value cap. Excluded repairs priced from NHF SoR v8
- Proposed form of contract -TAC-1
- * All proposals are subject to the views of the market



TIMESCALES

- Issue market questionnaire – July 2024
- Questionnaire return date – July 2024
- Procurement Strategy prepared – August 2024
- Strategy approved – November 2024
- Publish Contract Notice – December 2024
- Procurement activity & mobilisation – 18 months
- New contract starts - 2026



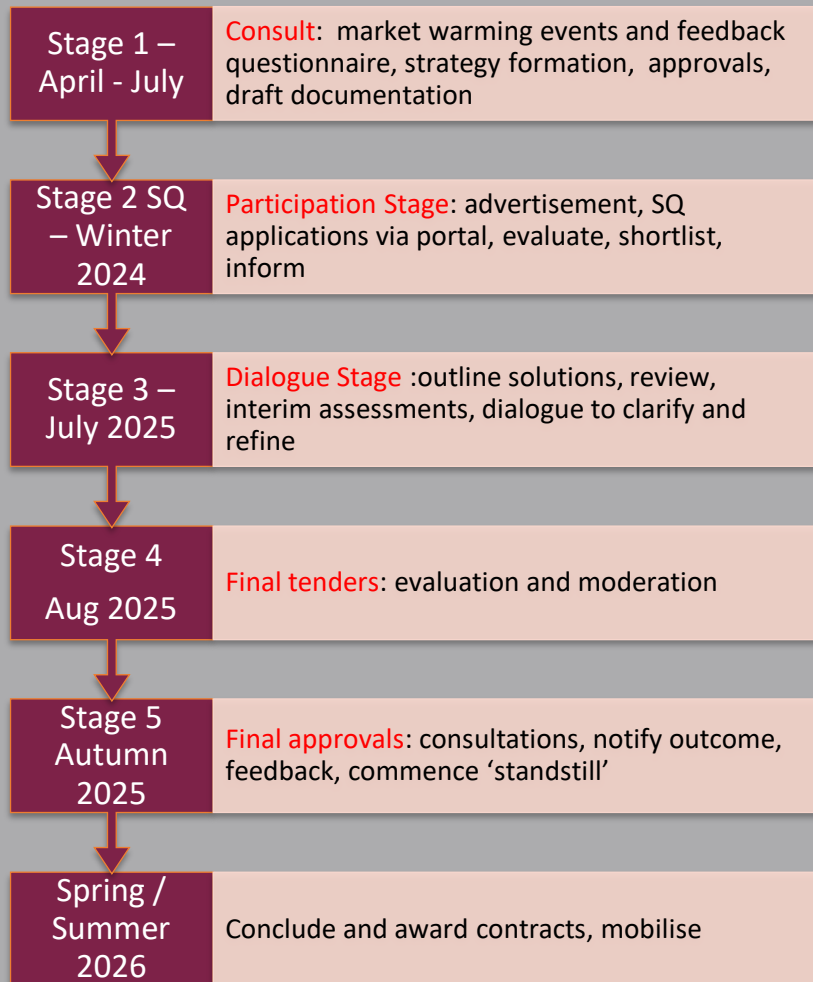
POTENTIAL PROCUREMENT ROUTE

Overview of the potential Process

It is anticipated that any exercise will have the following features:

- * Conducted under the provisions of the Procurement Act 2023 (PA23)
- * Commissioning legal advisors as it is the first for WCC under the new regime
- * Process like a Competitive Dialogue but simpler, with flexibility allowed under PA23 – flexibility and ability to design stages, typically it will be;
 - * Preliminary Market Engagement
 - * Participation and shortlisting - SQ assessment to include excluded and excludable
 - * Initial tender phase and assessment
 - * Dialogue to refine
 - * Final tenders and assessment
 - * Notification
- * Tender Evaluation (aiming for and to be agreed)
 - * M.A.T.
 - * 60% Quality
 - * At least 10% must be related to Social Value & Environmental
 - * 40% Price– a quality bias (to be approved)
 - * Strong emphasis to determine realistic / sustainable pricing

PROCUREMENT PROCESS: DRAFT TIMETABLE



Initial thoughts subject to conclusion of consultation stage

- * Competitive Flexible Procedure
- * Advertisement ('Central Digital Platform' (FTS Contract Notice)
- * All online via CTM portal
- * Standard SQ, completion online
- * Mandatory and discretionary pass fail, with some weighted questions
- * Opportunity for clarifications

PROCUREMENT PROCESS: CTM TENDER PORTAL

Winchester
City Council

- Current tender opportunities
- Cookies
- Planned downtimes
- Accessibility Statement
- New supplier registration**
- Contract Register

Login

User name

Password

Login

Forgot your password?

Welcome to the Winchester City Council Portal

Providing access to tender opportunities across the local authority.

A simple, secure and efficient means for managing tendering and quotation activities reducing the time and effort required for both buyers and suppliers.

Supplier Registration is easy and free – just click the 'New Supplier Registration' link on the left

DO YOU NEED TECHNICAL SUPPORT?
✉ uksupport@eu-supply.com

☎ 0800 840 2050 during office hours ONLY (09.00 to 17.00)

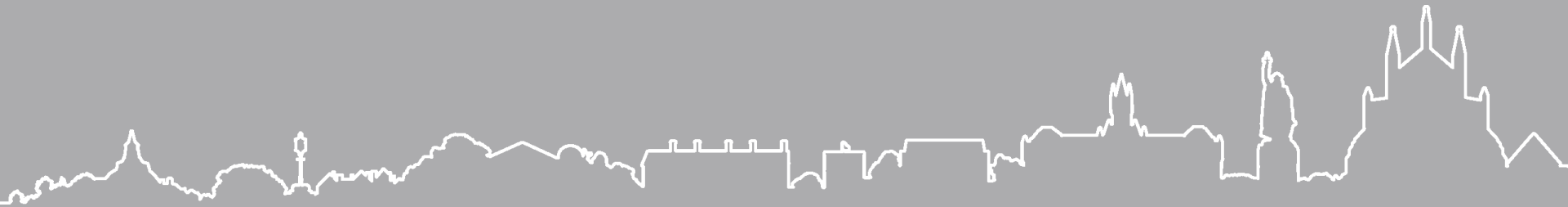
Powered by **MERCELL**

- * <https://uk.eu-supply.com/login.asp?B=WCC>
- * All activity will be via the portal so registration very important so that you can:
 - * Apply
 - * Complete Selection questionnaire
 - * Obtain tender documents
 - * See relevant / helpful information
 - * Submit questions
 - * Submit tender responses
- * You should check your company is not already registered by e-mailing your company name to uksupport@eu-supply.com
- * If not, click on “new supplier registration”.
- * Complete the Supplier Registration form.
- * Email address should be the primary contact
- * Further help and support:
 - * Full instructions in ITT documents
 - * Email uksupport@eu-supply.com
 - * Tel: 0800 840 2050 (08.00 to 17.00)
- * [FTS: www.find-tender.service.gov.uk](http://www.find-tender.service.gov.uk)
- * [Work with us \(Current Opportunities\) - Winchester City Council](#)

[Link to Supplier Portal Overview \(17 minutes\)](#)

ONLINE SQ (CTM PORTAL)

- * Similar process to the engagement questionnaire
- * Easy to use: click, type, attach
- * Online, no offline documents to fill in
- * Able to revise and send multiple submissions before deadline
- * Current structure: Standard SQ as of June 2024..
 - * **Part 1** – basic information
 - * **Part 2** – declarations and exclusions
 - * **Part 3** – economic, technical and professional standing
- * ..**some adaptation inevitable following PA23/ Central Digital Platform**
- * Financial assessment criteria: D&B (**see examples to follow**)



ONLINE SQ (continued)

Part 1- Declarations

Part 2- Exclusion Grounds

View response

Below is the response from the selected supplier. Click 'Back' to return to the previous screen.

Supplier: [REDACTED]
Status: Locked

Close

2.1 (a) (iii) Terrorist offences or offences linked to terrorist activities. No

2.1 (a) (iv) Money laundering or terrorist financing. No

2.1 (a) (v) Child labour and other forms of trafficking in human beings. No

2.1 (a) (vi) Any other offence within the meaning of Article 57(1) of the Directive as defined by the law of any jurisdiction outside England, Wales or Northern Ireland. No

2.1(b) If you have answered yes to any part of question 2.1(a), please provide further details, including:
• date of conviction and the jurisdiction,
• which of the grounds listed the conviction was for,
• the reasons for conviction,
• the identity of who has been convicted.
If the relevant documentation is available electronically please provide:
• the web address,
• issuing authority.

N/A

Part 2 Exclusion Grounds 0 questions to answer

Note

Please answer the following questions in full. Note that every organisation that forms part of your bidding group/consortium, as well as every organisation that is being relied on (including subcontractors being relied on) to meet the selection criteria must complete and submit responses to part 1 and the declarations in part 2.

Grounds for mandatory exclusion 9 questions to answer

2.1 (a)

Within the past five years, anywhere in the world, have you or any person who:

- is a member of the supplier's administrative, management or supervisory body or
- has powers of representation, decision or control in the supplier
- been convicted of any of the offences within the summary below and listed in full on this webpage?
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/856764/Annex_C_Exclusion_Grounds.pdf

For the mandatory exclusion grounds only, you must complete the declaration for all relevant persons and entities. There are two categories of persons and entities:

The first category is members of your administrative, management or supervisory board; secondly, entities and persons who have powers of representation, decision or control. You must decide, depending on the nature and structure of the entity or person who is bidding, which entities and persons this applies to in your particular circumstances. Clearly, members of your administrative, management or supervisory board should be easily identifiable and will cover company directors (or equivalent for other types of corporate entities) and members of an executive board.

The second category of those with powers of representation, decision or control, is likely to be more complicated. As an illustration, entities or persons with 25% or more shareholding (or equivalent for other types of corporate entities) are likely to have powers or representation, decision or control, although those with a lower shareholding may still have the relevant powers depending on their particular rights. Similarly, your ultimate parent company (or equivalent for other types of corporate entities) is likely to have powers of representation, decision or control.

Depending on your particular structure, intermediate parent companies who do not have a direct shareholding, directors or members of an executive board of your immediate parent company (for example in the case of an SPV set up specifically to bid for a particular contract), and holders of mortgages or liens may be covered. It isn't necessary to identify which entities and persons you think are covered but you must be satisfied that your declaration is made in respect of all of those that are covered.

Yes
 No

2.1 (a) (i) Participation in a criminal organisation.

Yes
 No

2.1 (a) (ii)

ONLINE SQ (continued)

Part 3- Economic Standing

○ Economic and Financial Standing 3 questions to answer

Part 3
Section 5

Economic and Financial Standing – To be completed by the Applicant (Please see instructions below)
Financial Appraisal – Pass/Fail evaluation

The Financial Appraisal shall be evaluated on a 'pass/fail' basis and carried out as follows:

A single legal entity (the "Applicant") will be subject to all elements of the test of Economic and Financial Standing. This may be the Potential supplier (or any of its Members in the case of a consortium), a parent company or a third party guarantor on whose resources it is relying pursuant to Section 4 below.

Where a Potential supplier's results indicate CLEAR EVIDENCE THAT THE SUPPLIER'S FINANCIAL POSITION PLACES PUBLIC MONEY OR SERVICES AT UNACCEPTABLE RISK, the Potential supplier's submission will NOT be considered further.

The authority will obtain an independent financial appraisal report from Dun & Bradstreet Ltd (DBA) <http://www.dnb.co.uk>

You are advised to check your organisation's status with Dun and Bradstreet prior to submission of your response to this Invite to Tender

The financial appraisal will be undertaken on the company whose registration number is stipulated in the tender documents - section 1.1(e) – "Registered company number" of the basic company details above. If a Potential supplier wishes the appraisal to be undertaken on its parent company instead it must provide the company registration number as well as its own (section 1.1 (e) – "Registered company number").

The report provides the authority with an overall Risk Rating Score which will be used to assess the applicant's financial standing. The D&B (DBA) score ratings include the following:

D&B Risk Indicator: 1 = Minimum risk
2 = Lower than average
3 = Greater than average
4 = High risk

D&B Failure Score: 1 to 100 where 1 is the worst and 100 the best
Financial (a Tenderer may be excluded on the grounds of providing insufficient or false information)
This procurement has been deemed as low risk and the evaluation criteria for this tender have been set accordingly - PLEASE SEE TABLE 2.1 OF THE ITT

If the Dun & Bradstreet financial appraisal report results in a 'fail', the report information will be interrogated further by the Council's finance team. Further information may be requested from the bidder to evidence that the tenderer's financial position will not place public money or services at an unacceptable risk.

This will include further evidence of the tenderer's financial position and could include copies of audited or draft accounts and any other evidence required to justify why the Dun & Bradstreet high risk of failure score does not put the Council at undue financial risk.

If following further interrogation the tenderer's results clearly evidence an unacceptable level of risk to the Council, a tenderer's submission will NOT be considered further.

Where no D&B information is available, then an alternative method of assessing financial standing will be used, as detailed 2.2 of the ITT. A Tenderer must achieve a 'Pass' or above to be considered further. If the financial appraisal results in a 'fail', the information will be interrogated further by the Council's finance team. Further information may be requested from the bidder to evidence that the tenderer's financial position will not place public money or services at an unacceptable risk.

A Tenderer must achieve a 'Pass' or above to be considered further. If the financial appraisal results in a 'fail', the information will be interrogated further by the Council's finance team. Further information may be requested from the bidder to evidence that the tenderer's financial position will not place public money or services at an unacceptable risk. If following further interrogation the tenderer's results clearly evidence an unacceptable level of risk to the Council, a tenderer's submission will NOT be considered further.

Alternative assessment methods

D&B Failure Score	D&B Risk Indicator	D&B Probability of Failure	Financial Score awarded for a Medium Risk Contract
86 - 100	1	Minimum Risk	Pass
51 - 85	2	Lower than average risk	Pass
11 - 50	3	Higher than average risk	Pass
1 - 10	4	High Risk	Fail – further information reqd.
--		Insufficient Information	Fail – further information reqd.

Criteria (If criteria not met score will be zero)	Score -
Liquidity	
Acid Test Ratio – A ratio of at least 1:1 in the last financial year (current assets – stock) / current liabilities	20
Acid Test Ratio – A ratio of at least 1:1 two financial years ago (current assets – stock) / current liabilities	15
Operating Performance	
Positive EBITA in the last financial year (Earnings Before Interest, Tax, Depreciation and Amortisation)	15
Positive EBITA two financial years ago (Earnings Before Interest, Tax, Depreciation and Amortisation)	10

Standard questions

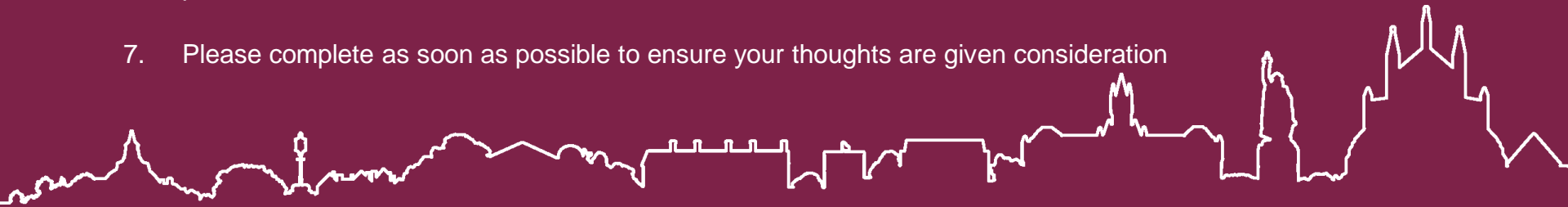
5.1	If documentary evidence of economic and financial standing is available electronically (e.g. financial statements filed with Companies House), please provide: • the web address • issuing authority • precise reference of the documents
5.2	If documentary evidence of economic and financial standing is not available electronically, please provide a copy of your detailed accounts for the last two years (audited if required by law). Also, for any other person or entity on whom you are relying to meet the selection criteria relating to economic and financial standing, please provide a copy of their detailed accounts for the last two years (audited if required by law).
5.3	If you are not able to provide a response to questions 5.1 or 5.2, please provide any of the following alternatives.
5.3(a)	A statement of your annual turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year(s) of trading and a bank letter outlining the current cash and credit facility position.
5.3(b)	Alternative information to evidence economic and financial standing (e.g. forecast financial statements and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).
5.4	Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering "Yes" or "No" that you meet the requirements set out.
5.5	Where you are relying on another member of your bidding group/consortium or any subcontractors or other security in order to meet the selection criteria relating to economic and financial standing, please confirm that the relevant person or entity is willing to provide a guarantee or other security if required.

MARKET TESTING QUESTIONNAIRES

Shane Hughes

How to access and complete:

1. Go to <https://eu-supply.com/ctm/Supplier/PublicTenders>
2. Then use the following filters
3. Under 'Quote / Tenders' select "Issued quotes" (select "all")
4. Under 'text filter' select "quote / tender id"
5. Under 'keyword' type "89050"
6. If you **technical support? Contact the helpdesk** : email: uksupport@eu-supply.com
phone 0800-840-2050
7. Please complete as soon as possible to ensure your thoughts are given consideration



QUESTIONS

- * Q. Good morning - will this be recorded to rewatch? or will the slides be made available post meeting? Thank you
- * A. The slides and Q&A will be made available on the CTM portal but the meeting will not be recorded.

- * Q. Will any TUPE apply?
- * A. Quite possibly yes. The position will be affirmed at the tender stage.

- * Q. What is the Council's thinking regarding combining all related works into one contract/provider please? Is this with the expectation for value for money or are there any other important drivers for this that we should be aware of?
- * A. All options are being considered at this stage. The key drivers can be found on slide 7.

- * Q. Morning, it was mentioned an annual spend of c. £16m, are you able to provide a split of what annual spend is currently on repairs, voids and planned/cyclical works?
- * A. Approx. values are 3.5m for repairs; 1m for cyclical; 1.5m for voids; 10m for planned.

- * Q. Hi, It was mentioned the potential of an additional £40m of retrofit works. What is the period this £40m will be spread over?
- * A. Retrofit is currently a 5 year programme but this may be extended as it is behind plan

- * Q. Will there be opportunity for contractor 1-1 conversations before the adverts go live?
- * A. This was not contemplated in the timescale available but if any feedback in the questionnaires requires further exploration, this may be required. In addition, it has been agreed that the Council will offer for a limited period only, a series of 40 minute (max) slots on or around 19th. These will be notified via the portal and will be on first come first served basis.

- * Q. Will the tender be broken down into Lots please?
- * This is an option that will be considered.



QUESTIONS

- * Q. Will there be any guarantee on the capital works?
- * A. There will be no guarantee of capital works throughout the contract(s) as this is depended on funding streams, resident's and the Authority's priorities. The Council may consider offering tenderers to bid against basket rates for the first year and then issuing Task Orders for a programme of works annually.

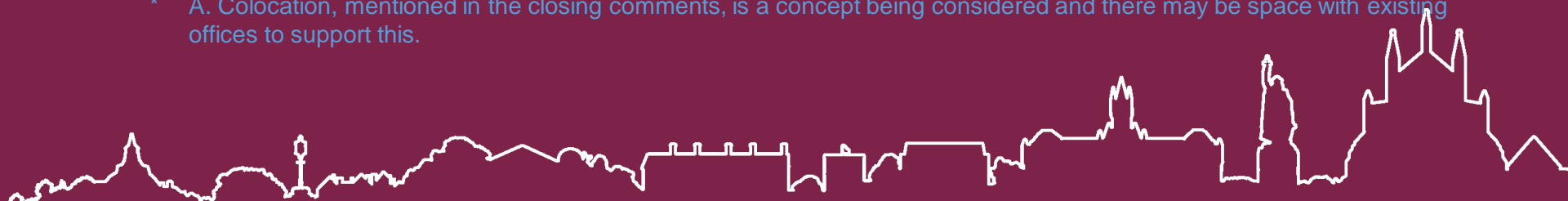
- * Q. Great to hear about all the consultation with key stakeholders to date - important to have tenants, leaseholders, members and officers on board with the proposals. Glad to see the swing to Quality at 60% and interesting - and exciting - to see 'Environmental' included alongside Social Value for evaluation. Fab portal, by the way. Thanks, guys.
- * A. Thank you for this great feedback

- * Q. Will call handling be within the contract?
- * A. This is currently managed by Winchester City Councils. All options will be reviewed but nothing has been decided yet

- * Q. Will the questionnaires be sent out for completion after this zoom call
- * A. The early market engagement questionnaire is an online questionnaire and is live and available for your to complete and submit, but this will close soon. Details are within the PIN and also below. Please ensure you respond before the end of the month to ensure your views are taken into consideration. Any SQ (Selection Questionnaire) as part of any tender exercise will be available at the point of advertisement. We envisage this to be around the end of the year.

- * [Go to https://eu-supply.com/ctm/Supplier/PublicTenders](https://eu-supply.com/ctm/Supplier/PublicTenders)
- * Then use the following filters
- * Under 'Quote / Tenders' select "Issued quotes" (select "all")
- * Under 'text filter' select "quote / tender id"
- * Under 'keyword' type "89050"
- * If you **technical support?** Contact the helpdesk : email: uksupport@eu-supply.com phone 0800-840-2050

- * A. Colocation, mentioned in the closing comments, is a concept being considered and there may be space with existing offices to support this.



Thank you for your time

