Fenland District Council and South Cambridgeshire District Council will soon be tendering to appoint a streetlight service provider for their streetlight repair and maintenance works contract which is due to expire at the beginning of July 2023. The contract will facilitate repairs, maintenance and small-scale replacement and upgrade works where required for approximately 1690 streetlights in Fenland and 1800 streetlights in South Cambridgeshire. The vast majority of the existing lighting stock has recently been replaced or upgraded to LED within the last five years with some replacement works ongoing.

The Council is keen to establish a good working relationship with the appointed service provider which embodies trust in service delivery and pricing of works. Good communication and proactive management of works requests and inventory data is vital for the streetlighting service which plays a key role in keeping customers and stakeholders informed about works progress. The contract term is envisaged to be for a maximum of 5 years and comprise of a minimum 3 year term with an optional extension of a further 2 years.

In preparation for this tender the authorities are seeking advice from potential contractors to inform the scope and delivery of services. Interested contractors are invited to respond to the following short list of questions and indicate whether they would be happy to attend a follow-up meeting with the authorities. Meetings, where held, will be kept succinct, undertaken virtually, and will take place around February 2023 period. Participation in the questionnaire and meetings does not constitute a formal expression of interest or invitation to tender. A full tender opportunity notice will be published for contractors to respond to in due course.

***Please Respond to*** ***procurement@fenland.gov.uk*** ***by: Friday 27th January 2023***

*All discussions and correspondence associated with the expressions of interest will be used by the authorities to develop and inform the tendered works package. The Council is however bound by the provisions of the Freedom of Information Act 2014 (FOI).*

*All information submitted to the Council may therefore need to be disclosed and / or published by the Council in compliance with the Act, any other law, or as a consequence of judicial order, or order by any court, tribunal or body with the authority to order disclosure (including the Information Commissioner).*

*If the contractor considers that any of the information included in the Questionnaire should not be disclosed by the Council this should be identified and an explanation provided (in broad terms) why. An indication on the length of time the contractor requires that the information should be covered by a non-disclosure provision should also be provided.*

*In terms of FOI, information may be exempt from disclosure if it is:-*

*• A trade secret, Information which is likely to prejudice someone’s commercial interests if disclosed (this could be your interests or the Council’s)*

*• Personal data where disclosure cannot be justified in terms of the Data Protection Act 2018*

*• Subject to an enforceable obligation of confidentiality. (This means that the information should be recognisable as confidential in nature and must not be in the public domain already; it must have been received in circumstances which impose an obligation to maintain confidentiality on the person receiving it; and any unauthorised disclosure would cause you harm.)*

**Contractor:**

**Location:**

**Contact name:**

**Contact email:**

**Contact telephone:**

**Would you be happy to take part in a follow up meeting with the authorities? Y/N:**

1. As part of your service offer, would you be able to provide attendance to the following types of streetlighting fault across Fenland and South Cambridgeshire? Indicative response times are included against each.

|  |  |
| --- | --- |
| **Fault category** | **Can provide? Y/N** |
| Emergency faults (those which pose a risk of injury (column hit or leaning/lamp hanging) – responded to within 3 hours. |  |
| Major/Urgent faults (where most lights have failed in an area/street) – responded to within 24 hours. |  |
| General faults (light is not working) – responded to within 2 weeks.  |  |

1. Are there any restrictions/issues for you responding to these fault categories?
2. Are you able to provide the following maintenance services?

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Can provide in-house** | **Can provide via sub-contract** | **Option to note any restrictions/issues** |
| Streetlight column, pole bracket and luminaire/lantern replacements where required |  |  |  |
| Private Electrical connections/disconnections |  |  |  |
| DNO Electrical transfers and disconnections |  |  |  |
| Luminaire/Lantern bowl cleaning  |  |  |  |
| Structural testing |  |  |  |
| Electrical testing |  |  |  |
| Night scouting  |  |  |  |
| Vegetation clearance (removal of small branches, shrubs obscuring lighting asset)  |  |  |  |
| UKPN fault reporting and liaison for disconnections and new connections |  |  |  |
| Asset Tag Installation |  |  |  |
| Fitting attachments to columns (e.g. speed monitoring, air quality measuring devices, TMP style embellishment kits) |  |  |  |
| Liaison with streetlight manufacturers for small design works schemes  |  |  |  |

1. Would you be able to fulfil the role of Principal Designer under CDM if this were required?
2. What systems/software, if any, are you able to provide to manage asset inventory information for the authorities? (e.g. Alloy, HIAMS etc)
3. Would you be able to manage and maintain the authorities asset inventory data using a spreadsheet based system?
4. Which of the following would you be able to provide for customer enquiries and fault reports on behalf of an authority?

|  |  |
| --- | --- |
| **Communications channel** | **Can provide? Y/N** |
| Call handling  |  |
| Emails |  |
| Online reporting |  |
| Other – please specify |  |

1. What systems or software, if any, would you be able to offer to manage and monitor customer enquiries and fault reports?
2. Are you able to provide an out of office hours service for urgent fault reports?
3. Do you have any preference for the term of the contract?
4. The two authorities have different lantern/luminaire and column specifications, do you perceive any issues with this?
5. Would you be able to maintain and replenish a small stock of streetlighting columns, pole brackets, luminaires and components to facilitate faster repairs and mitigate long lead in times?
6. Is there any learning or advice you would like us to take into account of within our approach to this tender?