

Private and confidential

The Royal Borough of Kensington and Chelsea

The Town Hall, Hornton Street, London, W8 7NX

Chief Executive

Barry Quirk

Neighbourhood Director

James Caspell

**Procurement Specification – Grenfell Housing Services
(GHS) Repairs & Maintenance
Resilience, Planned & Preventative Maintenance and Out
of Hours Service**

INTRODUCTION

The resilience, out of hours and planned and preventative maintenance service will cover around 160 properties occupied by Grenfell survivors and bereaved. The service supplements a new and developing “in-house” repairs and handyperson service run out of Lancaster West. The overall service is managed by Grenfell Housing Services (GHS), based at the Town Hall.

As well as repairs and maintenance, GHS is responsible for broader housing and tenancy management functions such as rent / income collection, void management and personalisation financial inclusion, management of anti-social behaviour, enforcement and sign posting.

SCOPE AND OBJECTIVES

To deliver a responsive repairs and maintenance service to Grenfell survivors and bereaved.

In hours (9-5) Monday – Friday – a “resilience” service to provide back up to a borough “in-house” repairs service.

Out of Hours – to provide an out of hours service to residents to deal with emergency jobs, for example, leaks, heating outages outside of normal working hours. To also provide flexibility outside of 9-5, Monday to Friday on non-urgent jobs for residents who work or have other commitments.

Planned and Preventative Maintenance – to provide a building maintenance service to freehold, Council acquired blocks. To provide life safety checks and ensure compliance in relation to gas and electrical safety as well as other programmed compliance tasks in properties acquired by the Council.

The contract length will be 2 years plus option to extend for an additional 12 months, subject to satisfactory performance, totalling 3 years altogether (3 years).

The geographical coverage of the service is relatively compressed, with the majority of the properties being within the borough of Kensington & Chelsea, with others being in neighbouring boroughs of Westminster, Brent, Hammersmith & Fulham and Richmond.

Work is requested either over the phone or via the service connect portal subject to quotes and satisfactorily completed job sheets. Payment terms are within 14 days.

BACKGROUND

GHS was formed in 2018 in the aftermath of the Grenfell tragedy which saw the loss of 72 lives.

GHS currently use a Facilities Management Company to deliver this service and is able to utilise their customer service staff to quickly pick, mix and allocate appropriate subcontractors / trades based on the reported repair/s. The Council wants the successful contractor to replicate this business model (or offer something similar) as it offers a rapid and responsive service to a very important and high profile set of residents and also offers administrative resilience for GHS saving considerable time.

The business model does not run on a schedule of rates (SOR) basis, but on a quote and approval method similar to that used by estate agents and managing agents. GHS pays a callout fee and market rate for the job. Out of Hours attracts higher callout rates. Quotes are benchmarked to assure value for money.

In-hours (working hours (9am-5pm Monday-Friday) resilience fills in the gaps the in-house team cannot fill, for example complex new build repairs, complex plumbing and electrical jobs and boiler servicing and repairs.

Out of Hours covers emergency work and also offers flexibility for residents who aren't available during working hours (across all trades).

As well as offering a flexible and bespoke responsive repair resilience service (in hours and out of hours), GHS also picks up Planned and Preventative Maintenance and life safety compliance on buildings where GHS owns the freehold (currently 6 blocks). This work includes (but not exclusively); lift servicing and inspection, fall arrest system maintenance, wet and dry riser maintenance, communal electrics servicing and testing, fire alarm panel testing and servicing, AOV system inspection and servicing, HVAC servicing and filter cleaning, Heat Exchanger filter cleaning, sprinkler system servicing, boiler system servicing (including CHP boilers), Gas Safety Checks (LGSRs), EICRs and other compliance testing.

In non-RBKC owned buildings where we have a leasehold or share of freehold interest, GHS is generally not responsible for "whole of building" compliance. This is usually managed by an appointed Managing Agent to whom (as a leaseholder) we pay service charges. Where the Managing Agent is passive or there is no agent GHS will take on the role of "proactive leaseholder". Within lease held flats, GHS still provides an internal PPM (LGSRs, EICRs) service

and is the responsible person. It also obviously has overall repairs responsibility within the flat unless lease conditions stipulate otherwise.

The contractor will also be required to deliver a cleaning and grounds maintenance service to the 6 GHS owned freehold blocks (all in relatively close geographical proximity) – 2 in RBKC, 2 in Brent and 2 in Hammersmith & Fulham.

PERFORMANCE REQUIREMENTS - SERVICES

- The contractor will provide a responsive, communicative, prompt and customer focussed service.
- Dress is to be in corporate uniform or in GHS branded attire.
- A courteous, empathetic and aware service to be provided at all times and a willingness to flexibly work around the requirements and need of residents.
- All Contractors entering dwellings must have enhanced DBS and show ID at all times.
- No smoking in vans or near residents' homes.
- Calling cards to be used in the event of resident not being at home at the time.
- There will be a culture of "first time fix" to limit inconvenience to residents and to provide value for money.
- A weekly spend and performance report should be provided by the contractor with a breakdown of jobs, job type, trade and cost.
- The contractor will use all RBKC procedures for submitting quotes and job sheets. At the moment this means using Service Connect as the main portal for all transactions.

The contractor is expected to meet the Grenfell Housing Standard, which is:

Response Times:

- Emergency works (2 Hours)
- Urgent works (24 hours)
- Non-urgent works (5 days)

MEASURING THE DELIVERY OF SERVICES

The contractors work will be subject to the same level of scrutiny as the in-house repairs team with post works customer satisfaction surveys occurring monthly.

Monthly reports on adherence to KPIs will be derived from the service connect portal

Which all contractors are required to use for all transactions.

- The SLA will match the above listed response times:
 - Attend emergency works (in and out of hours) within 2hrs
 - Urgent works to be attended within 24 hours
 - Non urgent work to be attended within 5 working days.
 - Follow on work and related timescales to be clearly communicated to the Repairs Team and GHS and agreed timescales adhered to.
 - Issues with sourcing parts and / or delays with sub-contractor responsiveness to be escalated to senior managers within GHS / Repairs and the Contractor and action plans agreed.
 - The contractor is to attend fortnightly contract management meetings and will make themselves available for ad-hoc meetings that occur from time to time.
 - Apart from PPM, and out of hours or ad-hoc emergency work, the contractor must use the Council's service connect portal for submission of quotes / invoices and job sheets (including pre and post completion photographs).

TARGETS

Response Times and other targets:

- Emergency works (2 Hours)
- Urgent works (24 hours)
- Non-urgent works (5 days)
- Follow on works to be completed within 7 working days.
- Urgent and emergency jobs requiring follow on work to be monitored closely by the contractor on a daily basis and progress (even when there is none) reported back to GHS / Repairs daily.
- Urgent and emergency works must have make safe work done at the time of original report and visit. If the sub-contractor is unable to make safe, the contractor must report back to GHS / Repairs to enable the team to agree contingency plans with the resident/s.
- Quotes for non-standard jobs to be provided within 24hrs of the repair being reported.
- We have a customer satisfaction target of 90% and we expect the successful contractor to be an active contributor toward this goal.

To help the wider team meet and / or exceed the GHS Customer Satisfaction target of 90% in 22/23.

To participate in the GHS / RBKC complaints process and provide swift responses to information requests when required.

MANAGEMENT OF THE CONTRACT

The contractor will be expected to attend fortnightly contract management meetings to

discuss direction of travel, complaints, issues, budgets, specific casework, KPIs and Feedback. Attendance at ad-hoc meetings will also be required, sometimes at short notice.

From time to time, the contractor may be called into internal complaints response forums to explain service failure should they occur.

TRANSFER OF STAFF AND ASSETS

Not applicable

TRAINING

The contractor will be required to undergo training on the Council's service connect portal as all quotes, post completion photographs and job sheets are held here, and this is the mechanism for payment.

There may be other corporate training requirements from time to time, for example in relation to safeguarding and changes to legislative requirements.

IMPLEMENTATION TIMETABLE

Event	Date
SQ and Tender Documents published on the Portal	14 November 2022
Deadline for receipt of Bidder clarifications in relation to the ITT	12:00hrs (midday) (BST) 24 November 2022
Deadline for Tender Return	12 December 2022
Evaluation of Tenders	12 December 2022 – 14 December 2022
Presentation	16 December 2022 – please keep free
Interviews	16 December 2022 – please keep free
Evaluation of Presentations	19 December 2022
Notification of award	22 January 2023
Voluntary Standstill period	1 – 10 th February 2023 10 calendar day period following contract award decision being notified to Bidders
Confirmation to successful bidders	15 February 2023
Finalisation of Contract Documents	01 March 2023
Contract Start Date	01 April 2023

CONTRACT COVERAGE

The properties covered by this service contract are as follows (subject to change and not exhaustive).

Located in the following postcodes:

Royal Borough of Kensington & Chelsea

SW10 – 40 properties

W11 – 34 properties

W10 – 33 properties

W14 – 7 properties

SW3 – 4 properties

Hammersmith & Fulham

W14 – 8 properties

W12 – 6 properties

Brent

NW6 – 10 properties

Westminster

W2 – 5

W9 – 1

Richmond

TW2 – 1

Hounslow

UB3 - 1