

Homes and Neighbourhoods
222 Upper Street, N1 1XR

Report of: Acting Corporate Director of Homes and Neighbourhoods

Date: 9 November 2022

Wards: All

Subject: Contract Award for Installation, Repairs and Servicing for Specialist Adaptations Equipment including Stairlifts and Hoists

1. Synopsis

- 1.1. This report seeks approval for the award of the installation, repairs and servicing for specialist adaptations equipment including stairlifts and hoists.
- 1.2. On 1 November 2021 the Corporate Director of Homes and Neighbourhoods approved the procurement strategy to tender this contract.
- 1.3. The installation, repairs and servicing for specialist adaptations equipment including stairlifts and hoists contract is to be awarded to one contractor for an initial period of 36 months with two optional extensions of up to 24 months each.
- 1.4. The total estimated aggregate value of this contract is £1,995,000 (£285,000 per annum), based on a maximum contract term of 84 months.

2. Recommendation

- 2.1. To approve the contract award for the installation, repairs and servicing for specialist adaptations equipment including stairlifts and hoists as outlined in this report to Taylor Dolman Limited, for an initial period of 36 months from 12

December 2022 with a right for the council, in its absolute discretion, to extend for two periods of up to 24 months each.

3. Date the decision is to be taken

3.1. 7 November 2022

4. Background

4.1. The Council has a tenanted housing stock of approximately 25,230. Tenants or household members may have disabilities that require their home to have adaptations carried out in order to maintain independent living or allow carers to provide caring duties within the home. In addition, repairs and servicing are carried out to existing equipment installations where required.

The Occupational Therapy Team within the People Directorate assess residents' needs and make recommendations for any adaptations related specialist equipment following referrals to their team. The approved recommendations are then submitted to the Adaptations Team within Repairs and Maintenance, who will raise an order for the contractor to attend and install the necessary specialist equipment.

The contract may need to be used for a variety of reasonable adjustments requiring specialist adaptations equipment, to support access, egress, independent or supported living for service users with physical or mental impairments that affect mobility.

4.2. **Estimated value**

The estimated aggregate value of this contract is £1,995,000 (£285,000 per annum), based on a maximum contract term of 84 months.

4.3. **Timetable**

Once this decision is taken and the contract is awarded, it is anticipated a one (1) month mobilisation will be required. The successful organisation will start delivering the contract in December 2022.

4.4. **Options appraisal**

Several options were considered for stairlift installations, repairs and servicing, including insourcing, third party frameworks and a collaboration with a neighbouring borough. However, a competitive tender process was considered most effective at this time. Full details of the options appraisal can be found in the

Procurement Strategy for Installation, Repairs and Servicing for Specialist Adaptations Equipment including Stairlifts and Hoists, decision date 1 November 2021.

4.5. **Key Considerations**

Full details of the key considerations can be found in the Procurement Strategy for Installation, Repairs and Servicing for Specialist Adaptations Equipment including Stairlifts and Hoists, decision date 1 November 2021.

TUPE was not applicable to this contract.

4.6. **Evaluation**

The tender was conducted in one stage, known as the Open Procedure, as the tender is 'open' to all organisations who express an interest. The Open Procedure includes minimum requirements which organisations must meet before the rest of their tender is evaluated.

Following the advertisement of the contract, there were 15 expressions of interest and of these, one (1) organisation submitted an Invitation to Tender (ITT). Four (4) of the organisations provided a reason for not submitting a bid and one reason was 'unable to meet requirements' and the remaining three reasons provided were 'not enough resources'. No further responses were provided.

Tenderers were required to achieve a minimum quality standard score of three (3) or above for each of their suitability assessments questions and their method statement questions in order to have the cost element of their tender evaluated. The one (1) tender received was evaluated and met or exceeded both the suitability assessment questions and the method statement questions.

The contract was to be awarded to the Most Economically Advantageous Tender (MEAT) and the award criteria was set at 70% quality and 30% cost. However, as only one bid was received a competitive evaluation of cost could not be undertaken and the successful organisation automatically received the full 30% for the cost element of their tender.

The quality element was divided into the following sub criteria:

- Proposed approach to Social Value and promoting opportunities for local residents, including reducing carbon footprint (20%)
- Proposed approach to customer service and diversity (20%)
- Proposed approach to mobilisation, resourcing, service delivery, varying work volumes and priorities (20%)
- Proposed approach to health and safety and quality management (10%)

The successful contractor made a specific commitment to multiple areas of social value including work experience, training opportunities, training programmes and environmental factors, as well as the minimum payment of London Living Wage and above.

4.7. **Business risks**

The business risks were fully considered in the procurement strategy including the council's statutory obligations to tenants', risks associated with the procurement outcome and the contractors potential to fulfil the capacity of work. Full details of the business risks can be found in the Procurement Strategy for Installation, Repairs and Servicing for Specialist Adaptations Equipment including Stairlifts and Hoists, decision date 1 November 2021.

- 4.8. The Employment Relations Act 1999 (Blacklist) Regulations 2010 explicitly prohibit the compilation, use, sale or supply of blacklists containing details of trade union members and their activities. Following a motion to full Council on 26 March 2013, all tenderers will be required to complete an anti-blacklisting declaration. Where an organisation is unable to declare that they have never blacklisted, they will be required to evidence that they have 'self-cleansed'. The Council will not award a contract to organisations found guilty of blacklisting unless they have demonstrated 'self-cleansing' and taken adequate measures to remedy past actions and prevent re-occurrences.

5. Implications

5.1. **Financial Implications**

- 5.1.1. The annual value of the contract is estimated at £0.29m per year to carry out installation, repairs and servicing for specialist adaptations equipment including stairlifts and hoists. The total budget within Housing repairs and maintenance for aids and adaptations in 2022-23 is £2.43m. Of which, £0.26m relates to the services (as set out in the synopsis) that are subject to this contract award. Compared to the estimated annual value of the contract, £0.29m per annum, this would give rise to a slight budget pressure of £0.03m per annum.
- 5.1.2. As the contract is not an annually fixed priced contract, actual costs incurred each year may vary and is dependent on demand and the need for the service. To manage potential budget pressures to the aids and adaptation budget, the Housing Director of Property Services agreed that in the first instance, budget pressures would be controlled through managing demand and cash limiting the aids and adaptations annual budget. Any pressures arising, which cannot be contained within the aids and adaptations annual budget provision, will need to be met from the wider Repairs and maintenance service budget (£42.88m for 2022-23).

- 5.1.3. It is proposed that the duration of this contract be for an initial period of 36 months, with an option for a further extension of 24 months and a final option to extend by a further 24 months. Should the contract be extended, the maximum total contract will be for a period of 84 months (7 years). The contract will include break clauses which the council may enact should circumstances necessitate the contract end earlier.
- 5.1.4. To note, the contract would be subject to an annual inflationary uplift equal to the published CPI figure for the month prior to the contract anniversary date. Inflation rates are currently high and there is a risk that they could remain high for an extended period. Should it transpire, this is likely to cause a budgetary pressure to the service. It is expected that any future pressures will be managed from existing budget allocations for repairs and maintenance. This will need to be monitored closely to ensure appropriate management can be taken to manage risk arising

5.2. **Legal Implications**

- 5.2.1. The council is responsible for undertaking the repair, maintenance and improvement of its housing properties and installations therein (Part 2 of the Housing Act 1985). The Council has power to enter into contracts to facilitate the same under section 1 of the Local Government (Contracts) Act 1997.
- 5.2.2. The proposed contract is one for works which is below the threshold for works contracts under the Public Contracts Regulations 2015 (the Regulations). The council's Procurement Rules require contracts of this value to be subject to competitive tender. A competitive tendering procedure using the open procedure has been completed in compliance with the principals underlying the Regulations and the requirements of the council's Procurement Rules.
- 5.2.3. Taylor Dolman Limited successfully passed the tender evaluation and may therefore be awarded the contract as recommended in the report. In deciding whether to award the contract as recommended the Corporate Director of Homes and Neighbourhoods should be satisfied as to the competence of the contractor and that the tender price represents value for money for the Council.

5.3. **Environmental Implications and contribution to achieving a net zero carbon Islington by 2030**

- 5.3.1. Carrying out installation, repairs and servicing for specialist adaptations equipment including stairlifts and hoists has several environmental impacts. During the adaptation installation process, new materials will be used as well as energy consumption for the plant and equipment and the works will generate waste. In addition, the contractor will be using vehicles to arrive at and deliver materials to sites, which will contribute to air pollution (unless electric vehicles are used) and congestion.

Provision was made within the contract specification and contractor selection criteria to mitigate impact for each of the above, with reference to relevant

legislation and the stipulation that the contractor must adhere to the requirement of the councils Housing HSE Code of Conduct for Contractors and appropriate legislation. The contractor should ensure that waste materials are kept to a minimum and that waste leaving sites is reused or recycled where practicable. The contractor will have a duty of care to ensure that any waste disposal is done legally and in alignment with the waste hierarchy.

In addition, the successful contractor committed to using Euro compliant low or zero emission vehicles. Further commitments were also made to the use of sustainably sourced materials, the use of reconditioned or recycled parts (where appropriate) and recycling of any parts replaced.

5.4. Equalities Impact Assessment

5.4.1. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

5.4.2. A Resident Impact Assessment was completed on 13 August 2021. The main findings are the delivery of this contract will not have any negative impact on any persons within the protected characteristics groups. The delivery of the contract will have a positive impact on all residents including those with protected characteristics, as it is designed to ensure that tenants' and/or other household members are able to maintain independent living. The full Resident Impact Assessment is appended.

6. Conclusion and reasons for the decision

6.1. Islington Council has a duty to carry out adaptations for disabled tenants' and keep existing installations in good working order.

6.2. The procurement of a contractor is required to allow the continuity of service for the delivery of Installation, Repairs and Servicing for Specialist Adaptations Equipment including Stairlifts and Hoists.

6.3. The contractor recommended to be awarded this contract, Taylor Dolman Limited, met or exceeded the minimum requirements of the quality criteria of their tender.

7. Record of the decision

- 7.1. I have today decided to take the decision set out in section 2 of this report for the reasons set out above.

Signed by:



Acting Corporate Director of Homes and Neighbourhoods

Date: 9th November

Appendices:

- Appendix 1 – Resident Impact Assessment

Background papers:

- None

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