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Tender

## **Term Service Contract for Lifts & Associated Equipment**

PORTSMOUTH CITY COUNCIL

F02: Contract notice

Notice identifier: 2021/S 000-010211

Procurement identifier (OCID): ocds-h6vhtk-02af54

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### **Section I: Contracting authority**

#### **I.1) Name and addresses**

PORTSMOUTH CITY COUNCIL

City Council

Portsmouth

PO1 2BG

#### **Contact**

Procurement Service

#### **Email**

[procurement@portsmouthcc.gov.uk](mailto:procurement@portsmouthcc.gov.uk)

#### **Telephone**

+44 2392688235

#### **Country**

United Kingdom

**NUTS code**

UKJ3 - Hampshire and Isle of Wight

**Internet address(es)**

Main address

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/portsmouthcc.aspx/Home>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://in-tendhost.co.uk/portsmouthcc.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Term Service Contract for Lifts & Associated Equipment

### **II.1.2) Main CPV code**

- 50750000 - Lift-maintenance services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Portsmouth City Council (the Council) is inviting expressions of interest from suitably experienced contractors for the responsive repairs, servicing, planned preventative maintenance and project replacement of lifts across the Council's entire property portfolio. The portfolio currently equates to approx. 121 housing lift assets and 60 commercial (Landlord) lift assets.

Summary information in respect of the Council's property portfolio makeup and locations is included within Section II.2.3. below.

The Council is targeting to have awarded the contract by 11th December 2021 to allow for commencement on 4th April 2022. Service requirements are currently delivered via an existing contractual arrangement with CES Limited which is due to expire on 31st March 2022 following utilisation of all available extension options.

The contract will be let on an initial base term of 5 years with the option to extend by a further 5 years to a maximum total term of 10 years in increments of no more than 5 years at any one time.

The primary scope of term service and optional project works is summarised within Section II.2.4. below. The contractor will be required to resource an effective out of hours service which is available all 365 days of the year.

The value of the contract in respect of primary service and project works scope requirements could equate to approx. £300k to 600k per annum based upon current demand and therefore £3M to £6M in total if all extension options are taken up and the contract runs for the maximum allowable term of 10 years.

A broad range of additional project works may also be included for within the contract as described within Section II.2.4. below at the option of the Council. In the unlikely event that all of the scope increase options were taken up in any one year this could increase the annual contract value from approx. £1M to £2M per annum for primary works only to £38M for maximum allowable scope increase.

However given that it is not probable that all of the options will be taken up over the term

of agreement, and if they are taken up may be within the later years of the allowable term and on a potentially fluctuating basis, the Council estimates that over the 10 year maximum allowable term the value of the contract could range from £3M for delivery of primary works only to approx. £38M at an upper level to allow realistic take up of scope increase options.

The contract will be let using the NEC4 Term Service Option E Cost Reimbursable terms with project works let via task order with application of Z clauses which apply terms from the NEC4 ECC contract as required for the project in question.

The contract will be managed on a full open book partnership basis with adoption of a range of Vanguard Systems Thinking designed processes and performance measures. Systems

Thinking methodologies have been incorporated and applied across the Council's contracts with term service providers since 2006.

The Council will undertake the procurement procedure used to award the contract in general accordance with the Restricted Procedure as set out within the Public Contracts Regulations

(2015) to the following outline programme:

- SSQ Issued - Tuesday 11th May 2021
- SSQ Return Deadline - Friday 11th June 2021 14:00
- ITT Issued - Monday 9th August 2021
- ITT Return Deadline - Friday 1st October 2021 at 14:00
- Notification of Preferred Bidder - Monday 29th November 2021
- Standstill Ends - Thursday 9th December 2021 23:59
- Contract Award - Friday 10th December 2021
- Contract Commencement - Monday 4th April 2022

Application is via completion and submission of a project specific Supplier Status Questionnaire (SSQ) by Friday 11th June 2021 14:00, which can be obtained from the Council's InTend e-sourcing solution using the following address -

<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

Following assessment of SSQ submissions the top 3-4 ranked suppliers will be invited to tender.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 44115600 - Stairlifts
- 45300000 - Building installation work
- 45453000 - Overhaul and refurbishment work
- 50700000 - Repair and maintenance services of building installations

#### **II.2.3) Place of performance**

NUTS codes

- UKJ27 - West Sussex (South West)
- UKJ28 - West Sussex (North East)
- UKJ3 - Hampshire and Isle of Wight

Main site or place of performance

The Council's housing stock comprises approx. 15,000 properties across 7 estates located within Portsmouth and surrounding environs being:

- Portsea
- City South
- Landport
- Buckland
- Paulsgrove
- Leigh Park
- Wecock Farm

The Council's property portfolio encompasses a range of building types which include but are not limited to:

- Residential buildings including blocks of flats low, medium and high rise
- Schools
- Offices
- Commercial buildings, warehouses and depots
- Libraries
- Museums
- Leisure centres, swimming pools and sporting facilities
- Community centres and other community facilities
- Care homes
- Sheltered housing and supported living properties
- Maritime port facilities

In addition the Council may require the contractor to deliver works at properties where the Council is commissioned by neighbouring contracting authorities situated within the English counties of Hampshire, West Sussex and the Isle of Wight to deliver property management services.

#### **II.2.4) Description of the procurement**

##### **INTRODUCTION**

Portsmouth City Council (the Council) is inviting expressions of interest from suitably experienced contractors for the responsive repairs, servicing, planned preventative maintenance and project replacement of lifts across the Council's entire property portfolio. The portfolio currently equates to approx. 121 housing lift assets and 60 commercial (Landlord) lift assets.

##### **SCOPE, VALUE & OPTIONS**

The Council's lift stock has undergone significant investment and replacement programmes are in place to update the lift stock on a constant rolling programme basis.

The Council's lift stock is monitored using TVLC (Thames Valley Lift Controls) EMU remote monitoring units and TVLC CMS anywhere software.

Contractors must have the ability to effectively service and maintain the Council's existing lift portfolio as well as providing complete flexibility in respect of lift manufacturers, models, technologies, etc. for any new installations.

Contractors must also be prepared to purchase and use the lift monitoring software which the council is rolling out across its portfolio. Contractors must hold Lift & Escalator Industry Association (LEIA) or equivalent membership at point of application which must be maintained throughout the term of the contract.

The majority of the Council's lift stock are traction open protocol equipment using the combination following manufactures for bespoke designed lift equipment:

- Lester Controls
- Internation Lift Equipment
- Kollmorgen
- Ziehl Abegg
- Sassi
- Thyssen
- Hydraulic - Algi
- G.A.L door equipment

The majority of the equipment in existing building have been provided with a traditional lift machine room type arrangement. There are a minor number of MRL package type lifts including the following manufacturer installed in typically new buildings:

- Orona (3)
- Gladiator (4)
- Doppler/Lester (3)
- CE Lifts (1)
- TKE (1)

A detailed inventory which lists equipment installed, locations, servicing schedule and maintenance refurbishment history is included within the Project Info & Instructions accessible via the Council's e-sourcing solution InTend using the following link:

<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

The primary scope of works which will be covered under the contract encompasses, but is not limited to, the following:

- Reactive repair response to be available 24 hours a day 365 days a year
- Staffed call centre 24 hours a day 365 days a year
- Emergency call out response time within 1 hour
- Variety of call out response times to be available ranging from 1 hour to 28 days
- Routine servicing of lift assets as per statutory legislation and British standards
- Planned preventative maintenance to lift equipment
- Minor installations and replacements of lift equipment
- Minor upgrade and replacement of key components of lift equipment
- Full modernisations of existing lift equipment
- New installation of lifts within both new and existing buildings
- Management and use of intelligent remote monitoring equipment to drive reliability of the lifts.
- Provision of servicing and reactive work paperwork in electronic format
- Inputting of servicing and repair information into Portsmouth City Council's web-based database in real time conditions.

The contractor will be required to resource an effective out of hours service which is available all 365 days of the year.

The value of the term servicing, maintenance and repairs elements which will be under contractual exclusivity ranges from £300k - £600k per annum. Project works which encompass upgrades, modernisations, new installations, etc. may be awarded to the contractor or sourced via alternative routes at the sole discretion of the Council. The value



of project work let via the Council ranges from approx. £1M - £2M per annum.

There is no guarantee that project work will be let via the agreement and if it is let via the agreement will be maintained at a consistent year on year value. Award of project work via the agreement will be subject to performance, capacity and funding availability.

The Council may also, again at its option and subject to capacity and competency of the contractor appointed, add servicing, maintained and upgrade / installation of other related types of equipment such as stairlifts, through floor lifts, etc. either via direct delivery or management of sub-contractors. The value of this additional work could equate to approx. £100k - £200k per annum.

There will also be an option for other local government bodies within fixed geographical areas of Hampshire, West Sussex and Isle of Wight to make use of the contractual arrangements via entering into a managed service arrangement with the Council. The Council may then utilise the contractor to undertake works delivery under contract with the Council. This will be subject to the Council's express agreement and subject to capacity and agreement of the contractor. Whilst no binding value can be provided for the value of this additional work it could equate to an additional £1M per annum.

Applying the above value estimates on a non-binding basis which places no obligation or upper / lower value caps upon the Council spend via the contract over the maximum 10 year term could theoretically range from as much as £3M to £38M and beyond. However, a more realistic value range of spend over this term is likely to be in the region of £10M - £20M.

## CONTRACT TERM, OPTIONS, FORM & MANAGEMENT

The Council is targeting to have awarded the contract by 11th December 2021 to allow for commencement on 4th April 2022. Service requirements are currently delivered via an existing contractual arrangement with CES Limited which is due to expire on 31st March 2022 following utilisation of all available extension options.

The contract will be let on an initial base term of 5 years with the option to extend by a further 5 years to a maximum total term of 10 years in increments of no more than 5 years at any one time.

The contract will be managed on a full open book partnership basis with adoption of a range of Vanguard Systems Thinking designed processes and performance measures. Systems Thinking methodologies have been incorporated and applied across the Council's contracts with term service providers since 2006.

Improvements to the system of management are made based on knowledge gained using the Systems Thinking method by undertaking Check, Plan, Do, together with using the

Council's

principles of work.

The stages for the model for 'Check' to gain knowledge of the existing service include the following:

- Understand demand
- Identify purpose
- Use of measures
- Map flow
- Identify system conditions
- Understand management thinking

The principles of work used are:

- Customer sets the nominal value
- Only do the value work
- Pull not push
- Best resource at the front end
- Single piece flow
- Work flows 100% clean

A suite of measures will be used to enable assessment of how specific areas of the service is performing. These measures will be derived from the work and will be used by managers,

staff and contractors to make improvements. The importance of each measure will fluctuate as learning is gained and they will be a key aspect of making informed decisions and assessing outcomes.

The type of measures used will include:

- Demand

- Capacity
- Capability (E2E)
- Quality
- Cost
- Customer Satisfaction

Further information on System Thinking can be freely accessed via the Vanguard site using the link below.

<https://vanguard-method.net/the-vanguard-method-and-systems-thinking/>

The contractor will be required to adopt the Council's working practices and utilise its IT systems and a high level of contract specific local level autonomy on the part of the contractor will be required.

In addition to working in close partnership with the Council the Contractor will also be required to work in partnership with the Council's other existing term service contractor partners.

## SOCIAL VALUE

The Council have recently adopted a new Social Value Policy. The Council will require the contractor to deliver against a range of social value outcomes which may include but are not limited to considerations related to local employment, opportunities for disadvantaged groups, inclusivity, local supply chain / sub-contractor utilisation, skills and apprenticeships, environmental impact, etc. For further information suppliers are referred to the Social Value Policy and Implementation Road Map documents which are accessible via the Council's e-sourcing solution InTend.

## PROCUREMENT PROCEDURE & PROGRAMME

The Council will undertake the procurement procedure used to award the contract in general accordance with the Restricted Procedure as set out within the Public Contracts Regulations

(2015) to the following outline programme:

- SSQ Issued - Tuesday 11th May 2021

- SSQ Return Deadline - Friday 11th June 2021 14:00
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<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

Following assessment of SSQ submissions the top 3-4 ranked suppliers will be invited to tender.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £38,000,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract will be let on an initial base term of 5 years with the option to extend by a

further 5 years to a maximum total term of 10 years in increments of no more than 5 years at any one time.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 4

Objective criteria for choosing the limited number of candidates:

Applications will be assessed in accordance with the criteria stated within the Project Info & Instructions document accessible via the Council's e-sourcing solution InTend using the following address:

<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

The top 3-4 ranked suppliers will then be invited to tender. The Council is departing from the requirement to invite a minimum of 5 suppliers to tender under standard Restricted Procedure as set out within Regulation 65 3) of the Public Contracts Regulations (2015) due to the likely significant resource requirement needed to submit high quality compliant tender submissions.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

See Sections II.2.7. and II.2.14.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

11 June 2021

Local time

2:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom