

**London Borough of Hackney**

**Hackney Service Centre**

**1 Hillman Street**

**London**

**E8 1DY**

| **Contract Award Report**  **Simple or Low Risk**  £12,001 - £120,000 - Approval in line with the Scheme of Delegation |
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| **Contract Title** | Hackney Central Library M&E Services (+Meeting Room) Installation | | |
| **Date of Award** | 29/07/2025 | | |
| **ProContract DN Reference No.** | **DN779070** | | |
| **Contract value** (both Inclusive of VAT and Exclusive of VAT for the duration of the contract including extensions) | **£105,632.58** plus VAT (20%) (£21,126.52)  £126,759.10 inc. VAT | | |
| **Contract Duration** (including extensions e.g. 2 yrs + 1 yr + 1 yr) | 15 Weeks + 1 Years Rectification/Defects Liability | | |
| **Start and End Date of the Contract** | 29/09/2025 - 09/01/2026 | | |
| **Directorate** | Climate, Homes & Economy | | |
| **Service Area** | Culture, Libraries & Heritage | | |

| **Summary of the Contract Purpose and Deliverables:**  Mechanical & Electrical works/installations as per the appointed M&E Engineers designs & specifications provided including the new Meeting Room enclosure installations in association with the Hackney Central Library FF&E Upgrade works.  The successful supplier is additionally responsible as the Principal Contractor under CDM 2015 for all M&E plus meeting room works , liaising closely with the Contract Manager - Gary Smith - Capital Project Manager.  The detailed requirements are as defined in the Specification & Contract.  The TLC Building is part of the Council’s Core Campus portfolio and is currently occupied in part by Hackney Central Library (HCL) offering an impressive collection of books, extensive digital resources, including eBooks, online journals, and databases. HCL also provides dedicated study and reading areas, free internet access, and is host to a variety of public events and activities, workshops, community gatherings and a community hub. HCL has had no investment in 20 years despite being one of Hackney’s more spacious and accessible libraries.  HCL is also the borough’s central library with the highest footfall. This project realises the enormous potential at HCL to install flexible and inclusive equipment for a changing library demographic and model and expand/change to meet the needs of library users for the foreseeable future. This includes a new children and young people’s zone, collaborative learning spaces, bookable meeting spaces, maker spaces, community wellbeing zone, back office and exhibition spaces. HCL is an important and much used service for the local community and its interior schemes are in various states of disrepair and would greatly benefit from much needed upgrades. In the light of recommendations received from the public, staff and consultants, Hackney Council came to the decision to procure a qualified and experienced Mechanical & Electrical Services supplier to refurbish Hackney Central Library. |
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| **Recommendation:**  To approve the Award of Contract for the Mechanical & Electrical Services Installation works at Hackney Central Library - Hackney Technology and Learning Centre (TLC) - 1 Reading Lane, London E8 1GQ to the Principal Contractor (Bidder B) for a fixed fee of £105,632.58 plus VAT. The Contractor will provide the Installation & Refurbishment works to deliver a fresh, modern & fully accessible public library facility with enhanced visitor staff experience, including additional hire space for 3rd party organisations  The project is part of the Council's Hackney Central Levelling Up funded programme. |
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| **Alternative Options (Considered and Rejected)**  **a)** In-house provision: Insourcing: LBH cannot carry out this project by themselves because the council does not have all the required services in house in order to deliver the scheme.  **b)**  Undertake an open tendering exercise. This route was discounted due to the additional time and resources it would require, in comparison to a competition undertaken between a selected specialist group of providers that have specific skills that we require. The project is also grant funded which requires a high level of reporting to external Government departments which has time limits on spending. The preferred option to tender to a shortlist of providers selected due to their relevant skills and experience enabled suitably skilled providers to bid for the project and established Council suppliers.  **c)** Do nothing: Not progressing with the procurement and contract for HCL redesign, M&E Install & refurbishment would mean that for the majority of service users we would continue to provide a sub-optimum and outdated service and facilities. The Council will also be providing inadequate support and provisions for access to individuals with physical, sensory, cognitive, or learning disabilities. Libraries strive to provide equitable access to all patrons who would otherwise not be able to access a decent service . |
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| **Procurement Process Used:**  This Report is presented following the completion of an invitation to quote via ProContract.  Three (3) contractors were invited to tender for the works as defined by the SoW’s.  The submission date on Pro Contract was 04/07/2025. Only two (2) contractors submitted bids to carry out the works. The Quality and Price ratio weightings was set out at 60% Price and 40% Quality which was assessed by the Project Manager for Quality and Cost Consultant for arithmetical verification and viability.  There were some questions raised by the Mechanical and Electrical evaluators and a response has been provided and accepted by the evaluators. |
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| **Reasons for Awarding the Contract and Assessment of Quotes:**  The recommended supplier’s quote was considered to be better than the others received as it was evaluated to be the most economically advantageous in terms of the cost / quality ratio.  Additionally the recommended supplier's quote offered the best value in terms of the experience the company holds in managing the Facilities Management and maintenance, including project works of the nature of this contract, within the Technology & Learning Centre where the Library is housed.  In the Contract Award [Exempt Appendix 2: Breakdown of Quality, Price and Social Value Scores 2025](https://docs.google.com/document/d/1iCG2XfGOBSE1k4yVt2IsfBswY6EvtxWso11NC9cVZ8s/edit?tab=t.0), set out the Quality, Price and Social Value criteria, their weightings and the marks given to each supplier.   | **Supplier** | **Quality %** | **Price %** | **Total %** | | --- | --- | --- | --- | | **A** | 34 | 60 | 94 | | **B** | **40** | **56** | **96** | | **C** | Has not submitted a bid | | | |
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| **Contract Key Performance Indicators:** The main KPIs for the construction contract as set out within the Tender Quality evaluation Criteria that go beyond the primary function of the contract will be set out to be monitored by the Capital Programme Manager. As well as performance and material specification bound within the contract which will be verified by the Council PM Team and associated project professional consultants, the selected supplier has set out within their Tender Quality submission benchmarks and quantifiable commitments in the following areas;   * Adherence to Programme; the selected supplier will update their Programme of Works in the form of a Gantt Chart which will be monitored by the project PM to completion with an expected 100% adherence. * Cost Management; the selected supplier has provided a detailed cost breakdown for materials and labour which will be monitored and reviewed throughout the works by the project PM & QS with an expected 100% adherence. Payments or Contract Variations will not be agreed without a fully justifiable valuation being submitted and verification by the project QS & PM. * Quality of Installations & Construction; the tender submission included a fully specified schedule or works for which 100% adherence will be expected and monitored on site by the project PM. * Environmental Waste Management; the selected supplier has provided an EWM within the Quality Evaluation of their Tender submission and also have stated they hold ISO14001-certified environmental management systems. Evidence of all commitments laid out within the Tender submission will be monitored by the PM team with 100% adherence expected. * Sustainability Strategy & Practices; the selected supplier has provided sustainability commitments within the Specification of Materials & Supply Chains and Quality Evaluation of their Tender submission. The Specification & Supply of Materials and Evidence of all commitments laid out within the Tender submission will be monitored by the PM team with 100% adherence to contract and documented commitments expected. * Social Value initiatives; the selected supplier has provided what were evaluated to be excellent and quantifiable Social Value initiatives within the Quality Evaluation of their Tender submission. The Social Value initiatives set out commitments within the Tender submission will be monitored by the PM team with 100% adherence expected. * Economic & Employment benchmarks; the selected supplier has provided what were evaluated to be very good and quantifiable Economic & Employment benchmarks within the Quality Evaluation of their Tender submission. The Economic & Employment benchmarks set out commitments within the Tender submission will be monitored by the PM team with 100% adherence expected. |
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| **Sustainability, Net Zero and Social Value Commitments:**  The sustainability commitments made through this procurement under the themes of the Sustainable Procurement & Insourcing Strategy are as follows:  **Procuring Green - environmental benefits**  The contractor appointed will be expected to reduce energy consumption when working on the Premises with modern energy efficient methods of construction and equipment. We would ensure the appointed contractor reduces waste and substances that are harmful to health and the environment as set out in their submitted sustainable waste management strategy with all potential health hazard wastes minimised. The supplier is committed to identifying upcycling opportunities, specifically focused on the potential reuse/repurpose of materials. If any opportunities are identified, preliminary manufacturing orders will be amended to reflect such efficiencies, therefore reducing emissions associated with production of brand-new components whilst also minimising potential waste.  It is also worth noting that the services that the Library provides are essential to the entire council community. The fact that the council chose to refurbish and keep the existing building that is located in the middle of the council campus means that much less carbon is used on a new build and that it is accessible via public transport (at a reasonable cost) for the entire council.  **Procuring for a Better Society - economic benefits**  The Council is working towards making Hackney a fair pay borough where no one gets paid less than they can reasonably live on. We would ensure the appointed contractor eradicates issues of below minimum wages in its supply chain. All employees in their supply chain must receive a minimum salary of the London Living Wage. This policy is extended to contractors that work for the Council and requires them to commit to paying the London Living Wage. As stipulated in the tender pack, we require all bidders to confirm proposed wages for all staff(including all the staff in their supply chain).  **Procuring Fair Delivery - social benefits**  The preferred bidder has given assurance that it will adhere to Hackney council’s equal Opportunities and Diversity policies.  The social value outcomes that will be delivered through this procurement i.e. the additional benefits/outcomes achieved, that go beyond the primary function of the contract to improve the environmental, economic and social wellbeing of the community are as follows:  The contractor appointed will be expected to adhere to the social value measures in their staff and supply chains outlined in their Quality criteria.  **Modern Slavery:**  Set out the recommended supplier’s commitment to tackling Modern Slavery and Human Trafficking risks in the supply chain. |
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| **Subcontractors to be used on the Contract:**  N/A |
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| **Savings:**  The installation of the new Mechanical & Electrical Services to support the Furniture, Fixtures & Equipment will completely upgrade the Library services on offer and will remove some of the inclusivity barriers to special sections of the community. While this does not result in a direct cashable financial saving it does represent sound Capital investment in key public services. Also, the overall budget is being protected by keeping the scope and specification of works designed to a set budget.  The highly experienced Consultant Engineering Team, on behalf of the Council has produced a scope of works & design briefs that are fit for purpose and KPIs have been agreed with the Capital PM that ensure delivery of the required outcomes within the approved budget.  The project contract has specific areas for achieving added Social Value and suitable weighting has been applied in the RFQ quality evaluation section for employment of local labour forces and/or materials and for ensuring sustainability issues and benefits are specified and are reflected in the KPI’s.  Robust Contract monitoring and management to deliver the required outputs and outcomes within the Contract budget is achieved. |
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| **Mobilisation *(TUPE, knowledge transfer, vehicles, equipment etc.)*: N/A** |
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| **Contract Management arrangements:**  The Contract will be managed using industry standardised methods of Contract Administration as set out within the Royal Institute of British Architects (RIBA) – Plan of Work Stages, Royal Institution of Chartered Surveyors (RICS) – Contract Administration Guidance Note 69/2011 & the JCT & legal Framework format.  Quality Assurance underlies the Materials, Workmanship & Specification/Schedule inbuilt into JCT Works Contracts that are measured, recorded and documented as part of the valuation and financial payment process. The Capital Project Manager will manage the works contract, supported by the Project Quantity Surveyor and Employers Agent. The Council has appointed the PM, and potentially a QS & EA as joint Contract Administrators. Regular project meetings will take place until the contract is on site. Thereafter, monthly site meetings will take place. The EA will carry out monthly valuations of works completed on site and certify the value of these works. The EA’s & PM’s will visit the site regularly in between the monthly meetings to ensure the works are progressing according to schedule and the required quality is being attained. The Council carries out weekly review meetings within the Capital Projects Programme meetings and Contract meetings to ensure the project is progressing in line with expectations. Decisions and change control will be undertaken at these meetings in line with agreed governance procedures and contract management policies. Project success will depend on completion to the required quality, on time and to budget. KPI will be monitored, reviewed and managed by the Capital Project Manager via a mixed format of regular Contractor Reports scrutiny, Site Inspections & Contract Administration   | **Contract Manager’s Name, Job Title and Email** | Gary Smith | | --- | --- | | Capital Project Manager | | [gary.smith@hackney.gov.uk](mailto:gary.smith@hackney.gov.uk) | |
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| **Approval from the Head of Finance** | [ This contract will be funded from approved capital budget S5016 Hackney Central Library Improvement Project within the Climate, Homes and Economy capital programme.  John Holden  Assistant Director of Finance - Sustainability, Public Realm and Special Projects | 28/7/2025 |
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| **Endorsed by the Procurement Category Lead** | This award is endorsed.  The award and its procurement are compliant with the prevailing public procurement regulations - the Procurement Act 2023, as well as the Council’s Standing Orders.  David von Ackerman - Procurement Category Lead : Construction & Environment. | 28/07/25 |
| **Approved as per scheme of delegation** | Suzanne Johnson  Director of Regeneration, Economy, and Housing Development | 30th July 2025 |