

**Verbal Update 2 – Responsive repairs reprocurement**  
**Tenant & Leaseholder Panel Meeting 6.02.13**

**Lorraine Smout – Head of responsive repairs**  
**Judy Pevan – Stock investment manager**

**Progress update**

**1. Resident involvement in evaluation**

Information has been provided to residents via the Responsive repairs steering group, Visions and values workshops and the Tenant and leaseholder panel over the last few months on how you can be involved. At the November steering group we provided the full programme of evaluation sessions and dates in line with the procurement project plan and asked residents who were interested in being full members of the evaluation panel to let us know by late January that they can commit to all the evaluations dates and sessions required. Five residents have now been 'signed up' to the evaluation panel and have received their first briefing session. These residents are:

Michael Hewlett  
Marilyn Smithies  
Stephen Pollard  
Sheila Howard  
Sheila Mitchell

**2. Procurement activities**

The advert for the contract was published in the Official Journal of the European Union (OJEU) on 8/01/13 as well as being placed on the Council's intranet. The advert outlines the objectives of the procurement in broad terms i.e. length of contract, scope, estimated value etc. as well as indicating the procurement timetable.

Following the OJEU advert, the Pre Qualification Questionnaire (PQQ) was issued on 10/01/13. The PQQ is the first stage of the procurement process and allows prospective bidders to put themselves forward for consideration. It sets out (at high level) what Croydon is looking for and then asks prospective bidders to provide a range of information on themselves as a commercial and legal entity as well as evidence of their previous experience providing the services required in the social housing environment.

### **3. Bidders briefing**

Following the issuing of the PQQ, a bidders briefing was held on 17/01/13 which 13 interested organisations attended. This provided an opportunity for interested organisations to hear what the key objectives of the Council and tenants are for the new contract as well as a first opportunity for prospective bidders to be able to ask questions. The tenants who will be on the evaluation panel were also invited to attend. Following this event a glossary of terms was produced and circulated.

### **4. Leaseholder consultation**

The first formal stage of the Leaseholder S20 consultation ended on 8/01/13 and there were no requests for further information.

### **5. Transfer of undertakings (protected employment) legislation (TUPE)**

The potential scope of activities for the new contract will mean that some Croydon staff will (or could) transfer to the new provider. In addition, TUPE legislation will apply to those staff currently working for existing contractors. Following Croydon's own procedures as well as legal requirements, staff that may be affected, together with trade unions, are being consulted and engaged and information is also being provided by our contractors on their own staff and operatives who may transfer to the new provider.

### **6. Next steps:**

6.1 The PQQ's are due back on 15/02/13 and will then be assessed and evaluated by a panel comprising officers; tenants and external advisors. This will result in a maximum of five bidders being put forward to the next stage.

6.2 The Invitation to submit detailed solution (ISDS) documents are currently being produced. This includes the term brief (Croydon's requirements) which includes input from tenants following on from the vision and values workshops and other feedback from the Repairs steering group. These will be issued to the five bidders on 15/03/13 and are due back in May. The ISDS asks for bidders to indicate to the Council specifically how they would deliver the services required as well as how much it might cost. The time period for bidder responses to the ISDS includes provision for a number of dialogue sessions i.e. opportunities for bidders and the Council to meet and discuss/clarify specific areas. This will allow the responses to be more informed and directly relevant. The evaluation panel will again comprise officers; tenant representatives and external advisors. After evaluation bidders will be reduced down to three and there will be more detailed dialogue sessions leading to an Invitation to submit final tender (ISFT) in June. This is when site visits will take place including tenant representatives.

- Feedback will be provided at the next T&LP meeting in May on the outcome of the ISDS stage.

