



Playground installation, repairs and maintenance, frequently asked questions

October 2023

Below is a set of frequently asked questions and answers to provide you with further information on the proposed contract for the installation, maintenance, repair, and inspection of play areas and gym areas on our housing estates.

How was the recommended provider selected?

Following the successful completion of the Notice of Intention consultation, the council initiated the procurement process.

A contract notice was placed on the Find a Tender Service (FTS) e-notification system on Tuesday 25 April 2023 for 'London Borough of Lambeth's Housing Play Areas Service'. The procurement process followed was the Open Tender Procedure in accordance with Regulation 28 of the Public Contracts Regulations 2015 with a tender return date of 31 May 2023, extended to 09 June 2023.

Interested Bidders submitted a tender and two bids were received. A robust evaluation of cost and quality elements was undertaken by an evaluation panel. The tender was evaluated on a 60:40 Quality/Price ratio.

Safeplay Playground Services Ltd achieved the highest score on quality and price; this led to the recommendation agreed by Council Cabinet members. Please see the Cabinet report available at:

<https://modern.gov.lambeth.gov.uk/ieDecisionDetails.aspx?ID=8509>

Have you created a no-fault termination provision?

Yes. No-fault termination provisions are effective after the third year.

How many suppliers put forward a bid?

Two tender submissions were submitted in the Open Tender procedure.

Who were the other suppliers?

This is commercially sensitive information and cannot be disclosed.

Who was on the Evaluation Panel, were any residents involved?

The Evaluation Panel consisted of senior Lambeth staff members in consultation with Corporate Procurement. Residents were not on the evaluation panel.

Have you considered the current economic climate when making the decision to appointment this contractor?

The tender process ensures value for money for works of an essential nature.

What grant funding have you considered?

We sometimes receive Section 106 funding and funding from other sources such as the Football Foundation. Where grant funding is available, leaseholders are not charged for the installation but may be charged for on-going maintenance costs.

What documents are available to view on request?

- Business Case, Playgrounds Procurement, Approved
- Gateway 2 Procurement Strategy Report – Housing Play Areas – Approved Final
- Gateway 3 Report
- Invitation to Tender – Open playgrounds procurement
- Appendix B – Statement of Requirements Specification
- Appendix D – Housing Instructions to Tenderers and Guidance
- Appendix C – Terms and Conditions
- Tender Response Documents -
- Lambeth Contract Standing Orders v17.
- Playgrounds Notice of Intention
- Equalities Impact Assessment Playgrounds 2023
- Tenants Attributes Report

Can I opt out of receiving these contracts?

No. As your landlord, we have an obligation under the lease to repair and maintain our estates. This consultation does, however, give you the opportunity to share your views on the proposed contract award.

How will the council ensure costs are kept to a minimum and best value for money is achieved?

In the first instance, and in addition to the economies of scale Lambeth Council can achieve, the council has created clear specifications and tender documentation to ensure pricing is accurate.

The council will also adopt straightforward pricing arrangements that are auditable and offer transparency to service charge payers. Furthermore, contractors will be required to work to a series of key performance indicators (KPIs), that reflect the service priorities.

The Contract Managers for the contract will assess payment applications and apply a governance structure to the contract.

How are you going to select which estates receive new equipment?

Where it is found items are uneconomical to repair, we will consider installing new equipment. We will also upgrade or put in new equipment where funding is available for specific estates.

How has the pricing rate been reached?

We use a basket of items of most commonly installed equipment in playgrounds, outdoor gyms, and multi-use games areas.

What are the key performance indicators (KPIs) for this contract?

KPI's for the contract will be set out using a risk management system – whereby items are given a risk rating between 1 and 20.

Additional KPI's are set out below:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Play areas	All high-risk repairs to be made safe withing 4hrs of notification.	90%
2	Play repairs	All very high and high-risk items to be reported to the Contract Manager within one week of identification, including a timescale for the repair to take place within one month of approval.	90%
3	Play repairs.	All moderately high-risk repairs, to be reported to the Contract Manager, withing one week of identification, to be completed within three months of approval.	90%
4	Play Repairs	All low-risk items of repair, to be reported to the Contract Manager within one month of identification; to be completed withing three months of approval.	80%
5	Multi use games areas	Surfacing repairs to be carried out within two weeks of request.	80%
6	Artificial grass surfaces	To be serviced once yearly.	100%

7	Inspections	All sites to be inspected three times yearly – reports to be provided on a jointly owned data base within two weeks of inspection. Emergencies to be reported within 24hrs.	100%
8	Inspections	One independent annual inspection to be carried out by a third party; to be commissioned by the contractor and approved by Lambeth.	100%
9	Stock	The contractor to have at least 80% of frequently used items it stocks at all times	90%

Will you be applying lessons learnt?

Contractors have been providing this service for three years. During that time, we have learnt how to achieve best value and how to ensure that play equipment is kept to a high standard. There is a break clause in the contract after three years and five years which can be invoked if required.

How will you ensure the contracts are robustly managed?

The contract will be managed by Contract Managers for the north and south of the borough; they will hold monthly contract meetings with the contractor and other relevant Lambeth staff, where an update on inspections, repairs and installations will be required.

Estate Services Contract Managers will carry out pre and post independent inspections on a minimum of 10% of all the sites covered by the contract per year. Additionally, there will also be one independent external inspection of all sites covered by the contract per year.

Achievement of Key Performance Indicators (KPI's), such as the required time to carry out a repair, will be assessed at monthly contract meetings.

There will be a break clause in the contract that can be invoked for non-achievement of KPI's or other consistently poor contract performance.

Are there any health and safety risks if the work is not carried out?

Play areas are robust but they require maintenance to ensure that they are kept safe. Safety surfaces need to be kept in good condition to ensure that they meet safety requirements including requirements relating to preventing injury from falls from heights.

How will work be prioritised?

This will be through a risk management system, whereby repairs and maintenance of equipment is given a priority rating. The most urgent items will be prioritised.

How does the procurement of new service contracts affect the services I currently receive?

There will be no impact to the services you are currently receiving.

What are the next steps?

The key next step for the Council is to consult with you as leaseholders about our proposal to enter into an agreement with the proposed contractor and to respond to any queries that you may have about this procurement. Once the Observation period is closed and all observations have been responded to with due regard, Lambeth will seek to sign the contract with the new provider in order that they can operate the contract from November 2023.

When will the new service commence?

The new service is proposed to commence in November 2023.

Who do I contact about the current service providers?

Please call our Lambeth Housing Management Contact Centre on 020 7926 6000. This includes emergency repairs outside of normal working hours (including on a bank holiday or weekend).