



## **Fire Safety Contracts (Capital Works), frequently asked questions**

**June 2024**

Below is a set of frequently asked questions and answers to provide you with further information on the proposed contracts for:

Contract 1: Fireproofing and Compartmentation Programme (Roof voids / Lofts)

Contract 2: Communal Fire Door Programme

### **How were the recommended provider(s) selected?**

The successful contractor(s) was procured through a robust procurement exercise and accessed via an established framework. This framework is specifically tailored towards fire safety works. They were considered by the framework provider to offer the best value tender submission.

### **Have you created a no-fault termination provision?**

The proposed contract is a measured term contract, and Lambeth can choose not to issue any more orders under the contract.

### **How many suppliers put forward a bid for each contract?**

At SQ stage we had 34 submissions for Lot 5D, at ITT stage 12 were shortlisted and invited to tender and 6 were appointed to Lot 5D of the Hyde Building and Fire Safety Framework.

At SQ stage we had 35 submissions for Lot 1D, at ITT stage 13 were shortlisted and invited to tender and 7 were appointed to Lot 1D of the Hyde Building and Fire Safety Framework.

### **Who were the other suppliers?**

This is commercially sensitive information and cannot be disclosed.

### **What was the evaluation criteria?**

The evaluation of the tenders was undertaken on a 60/40 quality/cost ratio.

### **Who was on the evaluation panel, were any residents involved?**

The evaluation of the ITT method statement questions was undertaken by representatives of Hyde, Frankham and Echelon Group Technical team. A number of

residents also evaluated the resident-based questions. These scores were considered and moderated as part of the moderation sessions.

**What documents are available to view on request?**

The specification and schedule of rates.

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

The Council's Commercial Services Team is already set up and maintains oversight of service expenditure against agreed budgets. The team scrutinises applications for payment along with supporting documentation submitted by suppliers, to ensure all claims are fully substantiated and contractual before payments are processed.

In terms of contract scrutiny, performance of contracts will be monitored continuously by the council, using the specified key performance indicators of the contract. Individual project review meetings will be held fortnightly, as well as an annual performance review.

**How will the chosen contractor(s) be incentivised to save money?**

The contractor will be held to the tendered schedule of rates and will be required to demonstrate value for money for any variations

**What contract fees e.g. overheads, profit, preliminaries will a leaseholder have to pay if works take place under each contract?**

Overheads and profit, preliminaries, consultants' costs will all be applied

**How has the pricing rate been reached?**

A competitive tendering exercise.

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

- No. of residents' report that the contractor showed identification when necessary
- No. of residents' report that they were either satisfied or very satisfied with the behaviour of the contractor
- No. of residents' report that they were either satisfied or very satisfied with the way the contractor ensured affected areas were kept clean during the works
- No. of residents' report that they were either satisfied or very satisfied with the way the contractor minimised disruption and disturbance whilst the works were taking place.

### **Will you be applying lessons learnt?**

Yes. The annual performance review will ensure that lessons learnt are applied to future years. The review will include a report which outlines some key judgements on the services in the preceding year and the impact of any improvement actions that were put in place. There will be an annual review of the suitability and effectiveness of the KPIs.

### **How will you ensure the contracts are robustly managed?**

The contract outlines that performance against the KPIs will be monitored continuously by the council in accordance with the contract.

Contract and performance review meetings will be held annually. The annual performance review(s) will ensure that lessons learnt are applied to future years.

In addition, the contract requires that fortnightly meetings will be held between the council's Project Manager, who is supported by a dedicated Project Officer, to discuss day to day issues; problems, resolutions, and lessons learned from escalated issues. These meetings are embedded into the contract to ensure that the service progresses and is delivered efficiently and effectively, in line with the contract specification and targets.

### **How will Lambeth hold the contractor(s) to account?**

The contractor will be required to attend fortnightly update meetings. The meetings will include but not limited to any omissions and additions to the contract, variations to cash flow, issues with access. A risk register shall be reviewed monthly along with cash flow. A business continuity plan from the contractor will be requested and provided before any works commence.

### **Does Lambeth have the skillset required to effectively manage and hold to account an external contractor/provider of such services?**

The Council recognises that robust contract management will be essential to maintain service continuity and performance standards during the contract period.

The contract will be operationally managed by the Capital Team and a dedicated member of staff will be assigned to the project for its full duration. The Council's contract management tool and resources will be used effectively to manage the contract.

The Commercial Services Team will oversee payments process. The terms of the contract shall include a retention payment which is included as part of the council's major works projects.

### **How will residents be able to hold the contractor(s) to account?**

To enable effective contract management, KPIs will be incorporated into the contract as standard.

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

Both fire safety projects are geared towards improving fire safety in the associated buildings.

**How can I find out if there is a risk assessment for my building?**

Contact the Fire Safety Team. Email: HMfiresafety@lambeth.gov.uk.

**When will the fire risk assessments take place, and how will I be kept updated?**

Fire risk assessments are completed on an annual basis. For further information regarding fire risk assessment for your building please contact the Fire Safety Team. Email: HMfiresafety@lambeth.gov.uk

**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 June 2024.

**When will the new service commence?**

The new service is proposed to commence in June 2024.

**There is an error with the address this notice has been sent to, who do I contact?**

To inform Lambeth of any error with the address this notice has been sent to please contact Homeownership Service as soon as possible.

- Phone: 020 7926 1116
- Email: HMHomeownership@lambeth.gov.uk
- Address: London Borough of Lambeth, Homeownership & Rents, PO Box 80771, London, SW2 9QQ

**I would like to discuss my service charge account, who do I contact?**

- Phone: 020 7926 1116
- Email: HMHomeownership@lambeth.gov.uk

- Address: London Borough of Lambeth, Homeownership & Rents, PO Box 80771, London, SW2 9QQ

**I would like to discuss this set of frequently asked questions or the S20 notice, who do I contact?**

Please contact the S20 Consultation Team (Major Works) on:

- Phone: 020 7926 6521
- Email: [S20Consultation@lambeth.gov.uk](mailto:S20Consultation@lambeth.gov.uk)