

Bolsover District Council

Executive

11th September 2017

**Out of Hour's Emergency Call Out Service for Bolsover District Council Housing
Repairs Section**

Report of the Portfolio Holder For Housing

This report is open

Purpose of the Report

- To seek approval for J Tomlinson Ltd to provide the out of hour's emergency call out service for Bolsover District Councils Housing Repairs Section. This service provides around 500 call outs per year (2016/7 was 498 calls) during evenings, weekends and holidays.

1 Report Details

- 1.1 The existing out of hour's contract expires on the 1st August 2017 and as such the procurement team were instructed to retender via Source Derbyshire.
Two contractors' submitted tenders for evaluation:

- J Tomlinson Ltd
- Contractor x

J Tomlinson Ltd were the successful contractor based upon an evaluation criteria of 60% price and 40% quality

The new Contract specification requires the contractor to attend all out of hours emergencies within 2 hours of receiving the call. The previous contract was a 4 hour timescale. This shortened call out time will greatly improve the service provision for Council tenants and reduce the risk of further damage to the properties. Performance will continue to be reported to Housing Stock Group which is a joint officer and member working group.

- 1.2 The contract will initially be for two years with an option to extend for a further two years subject to approval

- 1.3 Based on current calls for service, the indicative spend will be around £35,000 per year and is contained within existing HRA budgets. The actual spend is dependent on the number of call out, and the complexity of these.

2 Conclusions and Reasons for Recommendation

- 2.1 It is recommended that members agree to awarding this contract to J Tomlinson Ltd

3 Consultation and Equality Impact

- 3.1 Not directly

4 Alternative Options and Reasons for Rejection

- 4.1 None, there is a requirement to provide a 24/7 service to deal with emergency situations

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 The cost for this will be met within existing HRA budgets

5.2 Legal Implications including Data Protection

- 5.2.1 We meet legal obligations for procurement

5.3 Human Resources Implications

- 5.3.1 None directly

6 Recommendations

- 6.1 That members agree to award this contract to J Tomlinson Ltd for an initial 2 year period.
- 6.2 That the JAD Community Safety and Head of Housing is delegated power to extend this contract for a further period of two years. This is conditional on the satisfactory performance of the contractors, and the agreement of the portfolio holder for housing.
- 6.2 That progress on this contract is reported through the Housing Stock Group

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input checked="" type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	Yes
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	

8 Document Information

Appendix No	Title
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
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