

Date: 8th November 2012

Your reference:

London Borough of Camden
Leaseholder Services
Ground Floor
Bidborough House
38-50 Bidborough Street
London WC1H 9DB

Our reference: 11/096 Day-to-Day Repairs

Contact: 0207 974 5107

Telephone: 020 7974 5107

Fax: 020 7974 3929

Web: camden.gov.uk

Leaseholder
Flat
Goldthorpe
Camden Street
London
NW1

Dear Leaseholder,

Notice of Intention to enter into a Qualifying Long Term Agreement for Day-to-Day Repairs to London Borough of Camden's Housing Stock

Property Address: Flat Goldthorpe, Camden Street, London, NW1

Please find enclosed your second stage Notice of Proposal regarding The Council's intention to enter into a long term agreement with a contractor for the provision of day-to-day repairs to the Council's housing stock.

We ask that you take some time to read this letter and the enclosed documents as they contain important information for you.

How will this Proposal Affect Me?

The selected contractor will respond to the future day-to-day repairs, including major communal repairs, required to your property, block or estate. You may be required to contribute towards the cost of these works in accordance with the terms of your lease.

If your contribution towards any one item of work is less than £250 then it will be charged in your next actual service charge invoice. However, if your estimated contribution towards any one item of work should exceed £250 then the Council will consult you by way of a Schedule 3 Notice at that time. This notice will give you the opportunity to make observations regarding the work before it proceeds. You will be then invoiced separately for this work.

Should you have any questions regarding this letter, please do not hesitate to contact Leaseholder Services using the above contact details.

Yours sincerely,



Jo O'Donnell
Consultation and Final Account Principal

Enclosed:

Notice of Proposal to enter into Qualifying Long Term Agreement
Statutory Observation Form
Appendix 1: Summary of Stage 1 Observations

NOTICE OF PROPOSAL TO ENTER INTO QUALIFYING LONG TERM AGREEMENTS

Section 151 Commonhold and Leasehold Reform Act 2002 - Schedule 2

To all leaseholders residing on the estates and properties within the London Borough of Camden and their respective Recognised Tenants Associations:

Preparation of Landlord's Proposal:

This notice is given pursuant to the Notice of Intention, issued on 22nd November 2011 to enter into a long-term agreement for the provision of day-to-day repairs, also known as reactive repairs.

Camden proposes to enter into a long-term agreement with a contractor for a period of 5 years, with a break option at year 3 and possible extensions of 1 year each up to a maximum of 10 years, for the provision of day-to-day repairs to the Council's housing stock.

Summary of Tenders:

Camden has obtained estimates by means of competitive tendering, the financial details of which have been summarised below. The tenders have been evaluated on a ratio of 60% price to 40% quality. The quality assessment consisted of seven method statement headings and only tenders that achieved a score of at least 60% under each heading were taken forward to have their price and quality score evaluated. The method statement headings included health and safety, delivering reactive repairs, delivering major repairs and organisational management.

Please note that due to the size of the price list contained within tender returns, prices appear in the table below as estimated consolidated totals. Each tender document can be inspected at the drop-in-session detailed below, where you can also ask questions relating to these estimates from Camden staff.

This contract was advertised in the Official Journal of the European Union which allowed every major construction company within the European Union an opportunity to express an interest in submitting a tender. Agreements will not be entered into until the statutory consultation has been completed and Camden have given due regard to all observations received within the observation period.

The invitation to tender was prepared in line with the procurement strategy agreed by the Council's Cabinet in January 2012. It included the following packages of work:

- Day to day reactive repairs in the Holborn district (the other districts to be covered by the in house Right First Time repair teams)
- Communal repairs, including those above £250 per unit, raised by the repairs service boroughwide
- Works to void properties boroughwide

The Price List completed by tenderers in their tender submissions will be utilised for the duration of the Contract to determine the amount due for payment.

The following are the main components that have been individually priced by tenderers on the Price List:

Communal repairs including those above £250 per unit – boroughwide

- Roofing including guttering and chimneys
- Building structural repairs including, walls, rendering, facia, cladding and pipework
- Decoration
- Cold water storage tanks
- Windows and doors
- Scaffolding
- Asbestos removal and related works
- Additional works (not included above) priced through a percentage adjustment applied to the National Housing Federation (NHF) Schedule of Rates (V6.1)
- Project level preliminaries

Voids works – boroughwide

(only external/ communal costs are chargeable to leaseholders)

- The basket rate for achieving the minimum lettable standard
- Baskets rates for kitchens, bathrooms, heating renewal and internal wiring
- Additional works (not included above) priced through a percentage adjustment applied to the National Housing Federation (NHF) Schedule of Rates (V6.1)

Day to day reactive repairs – Holborn district only

- Prices for labour, equipment, plant and materials

Service wide costs

- Preliminaries
- Central overheads
- Profit

Proposed Tenderer	
<p>Linbrook Services Ltd.</p> <p><i>(Franklin House, 23 Crown Road, Enfield, EN1 1FE, Middlesex)</i></p>	<p>£9,346,874.99</p>

Other Tenderers Taken Forward to Final Evaluation

Willmott Dixon Partnerships Ltd.

£11,872,458.91

(4 Portmill Lane, Hitchin, SG5 1DJ)

The estimated cost for day to day reactive repairs (Holborn) was established through tendered rates for a range of operatives and a list of commonly used materials.

The cost of a day to day reactive repair will consist of the time and materials used on the individual job. This calculated from the tendered figures for an operative's hourly rates and the tendered material costs. To this would be added the tendered percentage for profit and a percentage of the service wide preliminaries and overheads.

The estimated cost for communal repairs, including those above £250 per unit, was based on quantities of work applied to fixed tendered sums for individual items. The cost model contained a wide range of component types to make sure that the Council has a comprehensive price list.

The cost of individual communal repairs, including those above £250 per unit, will be made up of the tendered price for a particular item and any specific tendered costs for project based preliminaries. To this would be added the tendered percentage for profit and a percentage of the service wide preliminaries and overheads.

The estimated cost for voids was made up from the estimated number of empty homes each year applied to a tendered cost per property. The tendered sum also includes basket rates for common replacement items such as renewal of heating, internal wiring, kitchen or bathroom.

Actual expenditure through the contract will vary in line with the amount of work issued to the contractor. As a guide, it is estimated that total expenditure across the above service areas will range between £7.5m and £9.5m per annum up to a maximum specified in the OJEU notice of approximately £14m per annum.

Due to the size and complexity of the cost model and price list it has not been possible to include it within this document; however, the full breakdown will be available for viewing at the meeting on 22nd November 2012 as detailed below.

Following the OJEU notice, twelve companies submitted compliant pre-qualification questionnaires which met the criteria, of these three were invited to submit tenders.

A detailed evaluation process took place including site visits and analysis of method statements. At the end of this process, Willmott Dixon and Linbrook Services had their price and quality scores taken forward to final evaluation as they met or exceeded the 60% quality threshold under each heading.

Following the final evaluation of quality and price, Linbrook Services Ltd achieved the highest score and their tender was deemed to be the most economically advantageous tender.

Camden therefore proposes to enter into contract with Linbrook Services Ltd for day-to-day repairs, including major communal repairs, across the London Borough of Camden.

Summary of Stage 1 Observations:

Observations received from leaseholders and Recognised Tenants Associations in relation to Camden's Notice of Intention and Camden's responses to these, are summarised in full on Camden's website. To view these please visit the following link;

<http://www.camden.gov.uk/ccm/content/housing/information-for-council-tenants-and-leaseholders/homeownership/boroughwide-day-to-day-repairs-contract-11-096.en>

In addition the most common questions received in written observations are summarised on the enclosed document '*Appendix 1: Summary of Stage 1 Observations*'.

Right to Inspect Camden's Proposals:

You are invited to inspect all relevant documents at **The Camden Centre, Bidborough Street, London WC1H 9AU**, on **22nd November 2012**, between the hours of **4pm and 8pm**.

Observations:


We now invite you to make written observations in relation to this proposal by sending them to:

Jo O'Donnell
Leaseholder Services
Ground Floor
Bidborough House
38-50 Bidborough Street
London
WC1H 9DB

or by emailing; capitalservices@camden.gov.uk quoting **11/096** and

Observations must be made within the consultation period of 30 days from the date of this notice. The consultation period will end on **10th December 2012** and all observations should be received by this date.

Signed on behalf of Camden as landlord:



Leaseholder Services
8th November 2012

**Sections 20 and 20ZA of the Landlord and Tenant Act 1985 (as amended)
Schedule 2 to the Service Charges (Consultation Requirements)
(England) Regulations 2003**

Written Observations

Please complete this form and return it by **10th December 2012**.

**Send to: Jo O'Donnell
Leaseholder Services
Ground Floor
Bidborough House
38-50 Bidborough Street
London
WC1H 9DB**

Email: capitalservices@camden.gov.uk quoting **11/096** and

Leaseholder Name :

Property Address: Flat Goldthorpe, Camden Street, London, NW1

Property Reference:

Contract Reference: **QLTA for Day-to-Day Repairs**

Please tick which box applies to you.

- I have no observations
- I wish to make the following observations; (please detail these below)

Signed by _____

Dated _____

Appendix 1: Summary of Stage 1 Observations:

The table below is a summary of the most common observations received from leaseholders and Recognised Tenants Associations in relation to Camden's Notice of Intention. Camden's response to these observations is shown adjacent:

Observation	Response	Number like this
<p>I am a Freeholder, please amend your records. These works do not concern me.</p>	<p>There is no requirement for the Council as a landlord to consult with freeholders under the Landlord and Tenant Act 1985 (as amended). However, that does not mean that freeholders will not be expected to contribute towards some repair works carried out on their estate/ block under this contract if it is described in their transfer agreement. For that reason freeholders have also been notified of the Council's intention to tender for a new contractor(s).</p>	11
<p>DEFINITIONS Please define the term 'specific works' as used in the Notice</p>	<p>The term 'specific works' refers to works that have been specified</p>	11
<p>LENGTH OF CONTRACT Why is it regarded as cost effective to guarantee contractors a certain number of years' work'?</p>	<p>To tender annually or individually every time work were necessary would not be a practical due to the amount of time and resource this would require. Contractors will only be guaranteed work if they continue to meet the appropriate standard. Any work that is substandard will be made good without reimbursement. Regular failure to meet the required standard will result in the determination of the contract. A long term contract enables contractors to plan more effectively, to retain staff and train them up, invest in the tools to do the job and become familiar with the housing stock. All of these things, it is believed, will contribute to improving the efficiency and effectiveness of the contractors and lead to improvements in the service they deliver.</p>	12
<p>What are the Council's reasons for entering into long term agreement, abandoning the flexibility of the existing day to day repairs regime?</p>	<p>The objective of this long term agreement is to minimise cost whilst providing a practical solution to Camden's day to day repair obligations. The existing day to day repairs regime is based on a similar long term agreement that is due to end in October 2012.</p>	12
<p>Could the Council explain why foregoing the right to choose a contractor for every major piece of work in favour of restricting itself to the right to have an initial tender is likely to be more cost effective on average or over a two or three or four year period?</p>	<p>The majority of works covered by this contract will be relatively low cost in construction industry terms. For higher value items of work this contract will be used only where the cost remains competitive and/or the works are too urgent to conduct a full tender exercise. Camden has chosen to retain a 5 year contract period based on our previous experience with this kind of contract</p>	11
<p>MINIMISE COSTS/ PRICES How much weight has the Council given to the minimisation of costs in its decision to award long term contracts for day to day repairs rather than appoint contractors as required? Why has the Council decided to award long term contracts in respect of all works, and not merely in relation to a value of, say, £ 250, 500, or 650 pa. per unit?</p>	<p>The objective of this long term agreement is to minimise cost whilst providing a practical solution to Camden's day to day repair obligations. We do not believe that it would be practical to have a cut-off price point for works. If you feel that the cost of any works invoiced to you are unreasonable, you should evidence why you feel that and dispute the invoice for the works.</p>	12
<p>Please specify and particularise any safeguards the Council will insist on when appointing a contractor which will enable leaseholders to obtain alternative quotes and ask the Council to appoint additional contractors; instead of those which have been awarded the proposed contract for works above the aforementioned threshold sums pa. per unit of £ 250?</p>	<p>Any works exceeding £:250 per unit will be subject to a further Section 151 consultation. If leaseholders suggest a significantly better alternative contractor during that leaseholder consultation process, this option will be considered (although the requirement to restart a full consultation, and the delay involved in doing so, will form part of the consideration).</p>	15
<p>Please specify and particularise any safeguards the Council will insist on when appointing a contractor which will allow the</p>	<p>If Camden proceeds with the works using the agreed Day-to-day Repairs contractor and you feel that the proposed works/ cost do not reflect the actual works or are otherwise unreasonable, you</p>	15

<p>Co uncil to prevent partners from Charging more than say 2, 5 or 7.5, or 10% more than contractors of which leaseholders or the Co uncil may be aware or obtain quotes from for specific works</p>	<p>should inform Leaseholder Services so we can investigate this; ultimately you can dispute any invoice which is sent to you, if you feel it is unreasonable.</p>	
<p>Please specify and particularise any safeguards the Council will insist on when appointing a contractor which will allow the Council and leaseholders to ensure cost effectiveness of works</p>	<p>It is proposed that we implement open book arrangements with the successful contractor enabling full transparency of costs with pricing based on labour, materials and overheads. Any costs that leaseholders feel are unreasonable will be available for interrogation and dispute if necessary. Furthermore as the contractor is appointed on a long-term basis, it will be more straightforward getting them to return and make good works which are substandard.</p>	15
<p>What safeguards does the Council intend to include into the contracts to ensure the cost of day to day repairs will not exceed the annual rate of inflation, or the rate of inflation plus one percentage point or the average rate of inflation for building works of the type required?</p>	<p>The contract is currently being drafted, implementation of open book arrangements with pricing based on labour, materials and overheads will enable Camden to interrogate and dispute any unreasonable increase in cost.</p>	11
<p>Sub-contracting: This is the most blatantly economically abused element in any agreement with a long-term contractor. A contractor will usually sub-contract up to as much as 4 or 5 times; with each sub-contractor adding 10% to the repair costs or works bill with the workmen at the end of this chain on low rates of pay not caring about what they are doing. This greatly increases the costs to leaseholders & residents.</p>	<p>If Camden proceeds with the works using the agreed Day-to-day Repairs contractor and you feel that the proposed works/ cost do not reflect the actual works or are otherwise unreasonable, you should inform Leaseholder Services so we can investigate this, ultimately you can dispute any invoice which is sent to you, if you feel it is unreasonable.</p>	7
<p>I object to long term contracts. These pay upfront with no guarantees of quality of works. Long term agreements increase costs as contractors just find works to do with no-one checking up on them or controlling them Costs are too high compared to private rates obtainable.</p>	<p>The Council considers long term contracts for the provision of day-to-day repairs and maintenance to be more economical and practical as we can deal with repairs reported by residents more efficiently and economically. Contractors are not paid upfront for works. They are paid based on works actually undertaken and based on prior agreed schedule of rates when the contract was awarded. It is proposed that we implement open book arrangements with the successful contractor enabling full transparency of costs. Any costs that leaseholders feel are unreasonable will be available for interrogation and dispute if necessary. Furthermore as the contractor is appointed on a long-term basis, it will be more straightforward getting them to return and make good works which are substandard.</p>	10
<p>NECESSITY OF WORKS Works that are in the spec or clearly called for are not often done and some costs are excessive Please specify any safeguards the Council will insist on when appointing a contractor which will ensure that only necessary works are carried out</p>	<p>Value for money and quality of service are also high priorities when recommending the winning contractor to leaseholders. If Camden proceeds with the works using the agreed Day-to-day Repairs contractor and you feel that the proposed works/cost do not reflect the actual works or are otherwise unreasonable, you should inform Leaseholder Services so we can investigate this, ultimately you can dispute any invoice which is sent to you, if you feel it is unreasonable. Works are generally in response to resident demand, if you feel unnecessary works are being carried out you should evidence and dispute this as you see fit.</p>	30
<p>QUALITY OF WORKS/CHECKING & SUPERVISION OF CONTRACTORS</p>		
<p>Under what conditions will the Council be able to terminate the long term contracts? What quality guarantees will CC insist on?</p>	<p>The contract is currently being drafted. The previous contract (which this contract will be based on) allowed for determination with 6 months notice without reason. Determination for failure to comply with the CDM Regulations or failure to comply with obligations under the contract was also possible at shorter notice (minimum of 24 days). Immediate determination of the contract was possible if either bankruptcy or corruption in relation to this or other contracts with Camden was proved.</p>	15

<p>Please particularise all legal advice taken by the Council in relation to the drafting of the proposed long term agreements</p>	<p>The Head of Legal Services has been consulted and commented on the procurement strategy and will continue to provide advice and guidance to officers and senior managers throughout the procurement process. The proposed long term agreement will be based on an established contract format which has been developed by contract law specialists external to the Council. In finalising the long term agreement, the Council will take the advice of its own Legal Services who in turn will be identifying good practice in contract law and applying it to the current contracts as appropriate.</p> <p>Camden has extensive experience of and resources needed to evaluate the tender returns. All contractors interested in submitting a tender must complete a Pre-Qualification Questionnaire setting out details of their company, including financial information, evidence of previous work carried out, policies and practice in relation to Quality, Environment, Health and Safety and Equal opportunities.</p>	<p>12</p>
<p>Does the council have necessary resources, experience and capability to evaluate tender returns and ensure value for money over the contract term?</p> <p>Has the Council undertaken a detailed study based on the experience of other Councils, and has it developed a best practice evaluation for the award of such contracts?</p> <p>Has the Council undertaken and considered a detailed impacts assessment of all previous longterm contracts awarded by the Council, and or taken account of similar studies and assessment by other Councils?</p>	<p>Our procurement team assess the returns for mathematical accuracy, understanding of the requirements and assurance that each request from the Council could be completed to a high standard. Value for money and quality of service are also high priorities when recommending the winning contractor to leaseholders.</p> <p>The Council has a dedicated procurement resource supporting the repairs and Improvement officers in a number of procurement activities across a range of services. The learning from historic procurement exercises continually feeds into improving our procurement. In addition the procurement hub looks externally for lessons learned and best practice in public and private sector procurement. Details of this can be found on the Camden Website (www.camden.gov.uk/ccm/navigation/business/tenders-and-contracts).</p>	<p>14</p>
<p>CHOICE OF CONTRACTORS</p> <p>I hope they will be better than current contractors who are slow and shoddy</p>	<p>I am sorry to hear that you are not satisfied with the maintenance and repairs services provided by Camden. Should you wish to discuss this matter further, please contact the Estate Officer for your property. The London Borough of Camden is committed to providing Best Value and Value for Money for the services that it provides to its Leaseholders, Freeholders, and Tenants, and as such will endeavour to ensure that these are adhered to when awarding such term Contracts.</p> <p>We are not anticipating entering into this agreement with any contractors who are not suitable in their ability to deliver satisfactory workmanship. However if this scenario was to occur the 'conditions of the contract' would be followed and a resolution found. ('Conditions of the Contract' are available to view)</p>	<p>7</p>

<p>Value for money. Empirical evidence has shown that for previous minor repairs and capital works invoiced in my annual service charges, value for money has not been the case also combined with great difficulty in getting itemised breakdowns to examine these charges. These long-term contracts lead to contractors charging what they like as they know they have a long-term contracted agreement. This also encourages shoddy workmanship.</p>	<p>Any work that is substandard will be made good without reimbursement. Regular failure to meet the required standard will result in determination of the contract.</p> <p>Itemised breakdowns for annual service charges are available on request; these can be interrogated further by questioning the works orders listed in the breakdowns. This interrogation can now be carried out over the internet through Camden's website. If you want to go through your bill in detail with a Camden Officer you can request a meeting and someone will help to go through it with you. Costs will be based on labour, materials and overheads, if - for any repair job - you feel any of these is overstated or unreasonable you should challenge this. If you experience shoddy workmanship you should report the job back to repairs for them to make good.</p>	8
<p>Nobody carries out a site visit to prepare a priced specification/schedule of works; Nobody checks the works are correctly carried out or that Camden gets value for money</p>	<p>Works are generally carried out in response to resident request or following identification by officers during the course of their work. The majority of works are small low cost works, but in the event of larger and potentially higher cost items being required, an inspection will take place and a detailed specification issued setting out the works necessary to remedy the fault. It would not be cost effective to inspect all works, but the Council does carry out quality checks on a sample of all works, with higher cost jobs receiving a larger percentage of the checks. For major works, a contract manager will be allocated to oversee the works and they will often be supported by a clerk of works who will regularly visit the sites and liaise with the contractor at all stages of the works to ensure the job is done correctly and to the specification.</p>	8
<p>Although low cost is desired, quality is also important</p>	<p>With contracts of this kind, long-term agreements can help to achieve savings as the Council will not have to tender to obtain prices for each individual job or re-tender a number of individual contracts each year.</p> <p>Value for money and quality of service/ability to deliver satisfactory workmanship are high priorities when recommending the winning contractor to leaseholders.</p>	9
<p>What guarantees will you give to leaseholders about price and quality? Contractors working for Councils charge what they like with no-one checking. I have no confidence in Camden's ability to manage it's repairs service in a fair and reasonable manner.</p>	<p>Higher value jobs will always be checked but for the lower value works this is not always cost effective. For these jobs we rely on the integrity of the contractor and residents reporting when things have not been carried out to a reasonable standard. If we become aware of a particular sub-contractor (or indeed main contractor) whose work is not reliable, we will monitor their performance more closely and of course we retain the right to withhold payment for any unsatisfactory works. If you become aware of any works that are not carried out when they should have been, please report this to Housing Repairs (020 7974 1212). If you think the cost of any item of work charged to you can be shown to be vastly inflated or unfair because the job was not carried out, you should provide this evidence and dispute the cost charged to you.</p> <p>We seek to learn from previous experience and continuously improve, with this in mind in future repairs contracts we are looking to operate a system based on Right First Time principles. Under this system we are seeking to improve the cost effectiveness of the repairs service through a reduction in the level of repeat orders and the number of visits required to address a repair.</p>	8
<p>CONSULTATION WITH LEASEHOLDERS How precisely will the Council take heed of Leaseholders' observations?</p>	<p>Camden will have regard to all leaseholder observations. Depending upon the observation this will involve replying to the observation with explanations, passing the contents to the project manager for consideration, amending the tender/contract to account for leaseholder suggestions, etc. When Camden (in its position as freeholder) agrees with an amendment/variation suggested by a leaseholder or leaseholders, it will modify its position.</p>	18
<p>What precise additional consultation will apply for works above £250. Pl particularise any additional rights accruing to leaseholders in relation to these</p>	<p>Commonhold and Leasehold Reform Act 2002, Section 151. Service Charges (Consultation Requirements)(England) Regulations 2003, Schedule 3 consultation will take place for works in excess of £250 per unit. This requires Camden to issue a notice to each leaseholder and Recognised Tenants Association at the property which describes, in general terms, the works</p>	13

<p>Under what precise conditions will leaseholders have a right to suggest, and ask the Council to consider or to appoint more cost effective contracts for all works, works above a certain threshold and works that are not absolutely necessary?</p>	<p>proposed to be carried out, gives the reasons for the works, states the total estimated expenditure, invites observations in writing, gives address to which observations must be sent, states that they must be delivered by the due date, gives the date on which the consultation ends. Camden must have regard to any observation made. Where observations are made Camden must respond directly in writing to the leaseholder within 21 days of receipt stating it's response to the observation:s.</p> <p>The Council is committed to working with residents to improve services. Leaseholders, both as individuals and as members of formal bodies such as Leaseholder Forum, are entitled to make recommendations at any time in relation to the Council's services.</p>	<p>11</p>
<p>Complaints procedures: It is very difficult to get any reasonable discussion to do with repairs and works issues. My experience has been that staff has been both unsympathetic and inefficient.</p>	<p>I am sorry you have experienced problems in the past. Should you believe you are being overcharged, billed for work that has not been done or for work that did not need to be done or generally feel dissatisfied with the maintenance and repairs service provided by Camden, you can make a complaint to the service manager or a complaints officer. Complaints procedure was then explained.</p>	<p>11</p>
<p>THE CONTRACT & THE TENDER PROCESS</p> <p>Will the Council repeat and re-advertise the public notice and invitation to tender if less than fifteen or twelve companies submit specific tenders?</p>	<p>No. If no tender is received that Camden considers truly competitive, we will re-visit the tendering exercise. This is not dependent on the number of tenders received.</p>	<p>11</p>
<p>Will the Council only consider tenders from companies that can guarantee that there are no personal, financial or other interests shared between company directors, senior employees, or shareholders and any present or former employee of CC.</p>	<p>The tender exercise and the appointment process will be a matter of public record and open to scrutiny. Whilst it would not be practical (or legal) to insist that the Council only considers tenders from companies that have no shared interests with anyone who has ever had any connection to Camden, if any conflict of interest is shown which prejudices the impartiality of the tender process, it will be addressed to ensure impartiality.</p>	<p>12</p>
<p>Will the council specify the precise weight it intends to give to costs considerations when appointing a contractor.</p>	<p>Cost of contract will carry a 60% weighting against a quality weighting of 40%.</p>	<p>12</p>
<p>Has the Council drawn up a list of precise criteria determining the choice of contractor and the weight to be given to each criterion</p>	<p>Contractors expressing an interest in bidding for the contracts will first of all be required to complete a detailed questionnaire about their commercial, technical and financial capabilities. This will allow the Council to develop an initial shortlist of contractors who meet the required minimum qualification criteria. Contractors meeting these criteria will be invited to submit a bid and the bid will be assessed by price and quality.</p> <p>The criteria to be used to assess quality are summarised below along with the weightings applied to each:</p> <ol style="list-style-type: none"> 1. Understanding of Right First Time business model and other Council requirements – 25% 2. Organisation, management and staffing arrangements – 25% 3. Supply chain management and procurement of materials – 20% 4. Open book accounting arrangements, processes and systems, payment processes, information management, use of IT systems, business continuity and risk management – 20% 5. Management of health and safety aspects of works, including methods for ensuring compliance with all relevant legislation including the Construction (Design and Management) Regulations 2008, processes for identifying and managing health and safety risks, and supporting the Council in monitoring compliance – 10%² 	<p>13</p>
<p>Has the Council calculated how much it will save in administration and how much of that saving to hand back to leaseholders?</p>	<p>The objective of this long term agreement is to minimise cost whilst providing a practical solution to Camden's day to day repair obligations. Calculating a notional saving – and then handing some of this out to leaseholders - is not part of the exercise. In theory leaseholders will benefit directly by the Supervision Fee associated with such repairs (for Contract Administration - currently 15.33%) remaining low.</p>	<p>11</p>