



## Award of contract for door maintenance and repairs

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**Date of meeting** 3 November 2023

**Date of report** 25 October 2023

### Report by Director of Finance & Corporate Support

#### 1. Object of report

To recommend the Committee approve a five-year contract for a fully managed maintenance and repair of manual and automatic doors to TS-UK Ltd.

#### 2. Background to report

Strathclyde Partnership for Transport (SPT) requires maintenance and repair services for manual and automatic doors across the entire estate including subway, bus and corporate buildings.

SPT has various electronic locking devices and mechanical locking systems across the estate, including roller shutters, revolving turnstiles, automatic doors, wicket doors, automatic gates, fire exit doors, and glass doors. It is critical to maintain the door estate in a timely and efficient manner to maintain safety and security across the SPT estate including operational areas of the subway and bus stations.

The current contract covers the maintenance of all these types of doors, with the reactive call outs and repairs being invoiced separately. SPT has an average of over 220 call outs for door faults per annum. The contract expenditure for 2021 was £101,000 and the 2022 cost was £93,000; these costs include all maintenance visits, call outs, repairs and replacements.

Based on the high volume of reactive call outs and additional costs within the current contract two options were included in the tender:

- Option 1 - Preventative maintenance only and call outs, repairs and replacements invoiced separately
- Option 2 – Fully managed service including all parts and labour

#### 3. Outline of proposals

The purpose of this contract is to preserve and maintain the performance of these assets to ensure reliable operation and achieve prolonged life of the asset including compliance with health and safety legislation.

The overall aims and objectives of this contract are as follows:

- To provide a door maintenance service;
- To provide a reactive 24-hour, 365-day repair service;
- To ensure the safety, security and operative efficiency for all door in the contract;
- To ensure all doors comply with all relevant health and safety regulations and legal obligations;
- Minimise disruption to SPT staff, customers and public by effective forward planning; and
- To reduce staff administration time.

Effective management will be in place to ensure the contract is delivered efficiently and within the approved budget and allow a clause break if required.

### **Procurement process**

On examination there were a limited number of frameworks in place throughout the Public Sector and none available for this specialist type of work without a significant degree of sub-contracting which would invariably add costs. It was felt that best value would be better served on this occasion by offering this tender to the open market UK wide. The Open procurement route was chosen as it offered the simplest form of tender with maximum visibility of the requirement, with the intention that this would maximise the number of bids received.

Bids were invited for the provision of the required services on 30 June 2023 via Public Contracts Scotland – Tender (PCS-T), with a Contract Notice (Advert) being published both Scotland and UK wide.

Of the 11 companies who accessed the tender, only a single bid had been received by the date and time of tender return on 4 August 2023. The bid received was from the present incumbent, TS-UK Ltd and it was decided to proceed this through the evaluation process.

Following extensive clarification, it was established that the tendered price of £92,000 per annum (£460,000 for five years before inflation) included all parts, labour, and replacement doors with the only exclusion being vandalism. There is no cap on the value or volume of repairs and replacements during the contract term and the annual costs are fixed for three years.

The “Maintenance Only” option at £12,980 per annum (£64,900 for five years before inflation) excludes reactive call outs, remedial repairs and door replacements. Given the level of additional costs incurred in the last two years over and above routine maintenance, this option was not considered to provide best value.

After considering the two options, it is considered that the fully managed service option will provide best value to SPT, ensuring more certainty of costs with a fully managed service.

The annual cost is fixed for the first two years, and thereafter CPI will apply for the subsequent three years. As a result, it is estimated that the total five-year contract will be in the range of £477,000 based at an estimated 3% CPI.

### **4. Committee action**

The Committee is recommended to approve a contract up to a value of £477,000 for five years with a break clause at three years to TS-UK Ltd to supply a fully managed maintenance and repair door contract for manual and automatic doors.

### **5. Consequences**

Policy consequences	None identified.
Legal consequences	The contract will be awarded subject to the terms of SPT's Invitation to Tender documentation including the conditions of contract contained therein.
Financial consequences	The annual costs of this contract can be contained within the existing revenue budgets.
Personnel consequences	None directly.
Equalities consequences	The sustainability measure supporting the Real Living Wage in the contract support the RTS objective of inclusive economic through better opportunities and fairer outcomes for all.
Risk consequences.	This is an important/critical service for the on-going operation of the SPT estate. Performance measures allow for contract performance to be assessed and managed, thus reducing the risk to SPT.
Climate Change, Adaptation & Carbon consequences	None directly.

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