

Finance and Resources Committee

3.00pm, Tuesday, 4 December 2018

Award of Framework Agreement for: Garden Aid and Ad Hoc Grounds Maintenance Works for the period 1 March 2019 until 28 February 2023

Item number	7.16(c)
Report number	
Executive/routine	
Wards: All	
Council Commitments	38 , 41 , 43

Executive Summary

This report seeks the approval of the Finance and Resources Committee to award a single contractor Framework Agreement for the provision of gardening support (Garden Aid) to elderly and/or disabled residents, who are not able to undertake gardening work, and who have no other adult in their home able to maintain their garden.

On a request basis small scale path, fencing, landscaping, grounds maintenance and tidy-up works may be required in areas covered by the Garden Aid Service and within the Council's wider estate for Parks, Greenspace & Cemeteries.

The duration of the contract shall be for a period of four years, with no extension options.

Over the four-year period, the total estimated value of the contract is £2.5m. The Garden Aid element of this work is financed partially by charging for the service.

Award of Framework Agreement for: Garden Aid and Ad Hoc Grounds Maintenance Works for the period 1 March 2019 until 28 February 2023

1. Recommendations

- 1.1 The Finance and Resources Committee is asked to:
 - 1.1.1 Approve the award of the Framework Agreement to Glendale Grounds Maintenance;
 - 1.1.2 Note that the Framework Agreement is for a period of four years; and
 - 1.1.3 Note that the maximum Framework Agreement value is up to £2.5m over four years.

2. Background

- 2.1 The City of Edinburgh Council (the Council) provides Garden Aid to elderly and disabled residents who are not able to undertake gardening work and who have no other adult in their home able to maintain their garden. Eligibility is determined by the Council and the scheme administered by the Council's Parks, Greenspace and Cemeteries Service.
- 2.2 The successful contractor must provide a regular frequency based grass cutting and hedge trimming service to all active Garden Aid customers. An active customer listing will be provided to the contractor prior to the commencement of grass cutting (early March each year) by the Council's Authorising Officer. Additions and deletions to the customer list will be made at the Council's discretion and monthly contract payments will be varied by the Council in direct proportion to the active customer list.
- 2.3 On a request basis, small scale path, fencing, landscaping, grounds maintenance and tidy-up works may be required in areas covered by the Garden Aid Service and within the Council's wider estate.
- 2.4 On average, 3,000 people use the service and the criteria to obtain Garden Aid is as follows:
 - 2.4.1 Over 60 or a disability and in receipt of either Housing or Council Tax Benefit and no able-bodied person in household; or
 - 2.4.2 Over 80 and no able-bodied person in household.
- 2.5 Glendale Grounds Maintenance Ltd. currently undertake the service.

3. Main report

- 3.1 The Council undertook an Open Procedure in accordance with the Public Contracts (Scotland) 2015 Regulations. The contract duration has been set out for a period of four years.
- 3.2 As part of the tender, bidders must have met minimum standards in relation to:
 - 3.2.1 Basic Disclosure certification of staff;
 - 3.2.2 Financial criteria;
 - 3.2.3 Insurance criteria; and
 - 3.2.4 Health and Safety criteria.
- 3.3 After passing these minimum standards the following areas were assessed:
 - 3.3.1 Implementation;
 - 3.3.2 Service Provision – Grass;
 - 3.3.3 Service Provision – Hedges;
 - 3.3.4 Management Information and Reporting;
 - 3.3.5 Programme and Structure;
 - 3.3.6 Complaints Handling;
 - 3.3.7 Community Benefits;
 - 3.3.8 Contact with Vulnerable Customers;
 - 3.3.9 Service Continuity;
 - 3.3.10 Environmental Impact; and
 - 3.3.11 Fair Works Practices.
- 3.4 A cost quality ratio of 40:60 was applied, as this was considered the optimal weighting to reflect the quality of service required for vulnerable individuals.
- 3.5 The tender opportunity was advertised on Public Contracts Scotland website in August 2018 with a closing date of 26 September 2018.
- 3.6 Six compliant bids were received.
- 3.7 Tenders were evaluated for cost and quality by separate panels from Procurement and Council Officers from Parks and Greenspaces and a summary of the Tendering and Tender Evaluation Processes is included in Appendix 1.

3.8 Combining the price and quality scores resulted in the following scores:

Tenderer	Price Score	Quality Score	Overall Tender
Glendale Grounds Maintenance	32.98	55.50	88.48
Tenderer 2	40.00	40.50	80.50
Tenderer 3	34.23	38.25	72.48
Tenderer 4	24.38	47.25	71.63
Tenderer 5	37.36	31.95	69.31
Tenderer 6	22.84	33.00	55.84

4. Measures of success

4.1 The contract award is based on the principle of most economically advantageous tender and success will be measured by:

- 4.1.1 Continued service to Garden Aid customers at an appropriate level;
- 4.1.2 Pricing linked to CPI with open book costing for the lifetime of the contract; and
- 4.1.3 A community benefit commitment to provide community garden access for residents, additional assistance to partially sighted residents in relation to dog fouling and a paid apprenticeship.

5. Financial impact

- 5.1 The total contract value is estimated to be £2.5m over the four-year period, with an annual cost in the region of £622,000. The cost of the service for Council tenants is funded through the Housing Revenue Account. The recharge is based on the number of tenants who received the service.
- 5.2 The garden aid costs have increased due to inflationary increases in landfill, fuel, depot, and machinery costs since the last contract was let in 2011. The adoption by the contractor of the Scottish Living Wage in 2018 has had a significant effect on labour costs. An enhancement in the hedge trimming service has also contributed to the higher price after customer consultation proved that there was a need for a more comprehensive service to meet requirements.
- 5.3 The cost of regular grass and hedge maintenance and other works for expected 2,100 qualifying Housing tenants will increase from current £353,000 to £385,000 for 2019/20. The Housing Revenue Account fully fund this service for Council tenants.
- 5.4 The balance of cost £127,000 allows for anticipated low-level grounds maintenance and tidy up works on general parks estate.
- 5.5 Currently, 750 privately owned households receive Garden Aid and are directly charged for the service. Provided demand remains at current levels up to £110,000 in charges are anticipated for 2019/20, an increase of 9% on last year.

- 5.6 Service charges vary depending on the customer requirement for example Grass Cutting for a small area is currently £65 per year, next year the cost will rise to £71 per year for 15 cuttings over the year. There is a gap in between current proposed charge and price for the service of under £20,000. Proposal to changes to the overall charging structure will require further consultation and consideration by the Transport and Environment Committee.
- 5.7 The costs associated with procuring this contract are estimated as less than £10,000.

6. Risk, policy, compliance and governance impact

- 6.1 The contract to be awarded is compliant with procurement regulations and the Council's Contract Standing Orders. The risk of legal challenge to contractual arrangements for the provision of this service is thereby considered to be low.
- 6.2 Should this recommendation not be approved, service delivery for the 2019/20 season will be delayed affecting the vulnerable individuals who benefit from the service.

7. Equalities impact

- 7.1 The Garden Aid Service supports elderly residents of the City of Edinburgh, as well as disabled residents.

8. Sustainability impact

- 8.1 The preferred contractor has indicated the use of low emission vehicles and a phased increase in the use of battery powered equipment.

9. Consultation and engagement

- 9.1 Garden Aid customers are consulted annually on their satisfaction with the service and have reported no significant concerns in the last two surveys other than a request to increase hedge maintenance to prevent access problems. This change has been accommodated in the new service.

10. Background reading/external references

None.

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11. Appendices

Appendix 1 Summary of Tendering and Tender Evaluation Processes

Summary of Tendering and Tender Evaluation Processes

Contract	Framework Agreement for Garden Aid and Ad hoc Grounds Maintenance	
Contract Period	1 March 2019 to 28 February 2023	
Estimated Contract Value <i>(including extensions)</i>	£2.5M	
Procurement Route Chosen	Open procedure	
Tenders returned	6	
Recommended Contractor	Glendale Grounds Maintenance	
Price / Quality Split	Price 40%	Quality 60%
	Criteria	Weighting (%)
Evaluation Criterion and Weightings	Implementation	10
	Service Provision – Grass	12.5
	Service Provision – Hedges	12.5
	Management Information and Reporting	20
	Programme and Structure	5
	Complaints Handling	10
	Community Benefits	5
	Contact with Vulnerable Customers	5
	Service Continuity	5
	Environmental Impact	5
	Fair Works Practices	10
Evaluation Team	Council Officers	