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Tender

## **Provision of Responsive Repairs and Maintenance Services and Planned Programme and Investment Works to Council Housing Stock**

BIRMINGHAM CITY COUNCIL

F02: Contract notice

Notice identifier: 2025/S 000-000076

Procurement identifier (OCID): ocids-h6vhtk-04b6f0

Published 3 January 2025, 11:14am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

BIRMINGHAM CITY COUNCIL

Council House, Victoria Square

BIRMINGHAM

B1 1BB

#### **Contact**

Commercial & Procurement Services

#### **Email**

[etendering@birmingham.gov.uk](mailto:etendering@birmingham.gov.uk)

#### **Country**

United Kingdom

**Region code**

UKG31 - Birmingham

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.birmingham.gov.uk](http://www.birmingham.gov.uk)

Buyer's address

[www.in-tendhost.co.uk/birminghamcc](http://www.in-tendhost.co.uk/birminghamcc)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.in-tendhost.co.uk/birminghamcc](http://www.in-tendhost.co.uk/birminghamcc)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.in-tendhost.co.uk/birminghamcc](http://www.in-tendhost.co.uk/birminghamcc)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of Responsive Repairs and Maintenance Services and Planned Programme and Investment Works to Council Housing Stock

Reference number

P2247

#### **II.1.2) Main CPV code**

- 45300000 - Building installation work

#### **II.1.3) Type of contract**

Works

#### **II.1.4) Short description**

Birmingham City Council is seeking to appoint four Contractors (one for each geographical Lot) for the provision of Responsive Repair & Maintenance Services, Planned Programme and Investment Work relating to the Council's housing stock.

The contract will be for a period of 10 years with the option to extend for one further period of five years.

The Council will be using the TAC-1 standard form of contract, which will contain a no-fault break clause provision. Pricing will be based on a 'price per' approach (PPP/ PPV/ PPGH), with a limited set of exclusions, a basket rates for planned works.

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,984,425,425

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 1

## **II.2) Description**

### **II.2.1) Title**

Lot 1: East

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 09332000 - Solar installation
- 45400000 - Building completion work
- 50510000 - Repair and maintenance services of pumps, valves, taps and metal containers
- 50530000 - Repair and maintenance services of machinery
- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 50720000 - Repair and maintenance services of central heating
- 50850000 - Repair and maintenance services of furniture
- 51100000 - Installation services of electrical and mechanical equipment
- 51510000 - Installation services of general-purpose machinery and equipment
- 71000000 - Architectural, construction, engineering and inspection services

### **II.2.3) Place of performance**

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

Birmingham

### **II.2.4) Description of the procurement**

The Council wishes to establish a Contract to provide a day to day repair service, (including 24 hours cover for emergency repairs); repair work to void properties prior to re-letting; planned maintenance and improvement programmes; repair and maintenance service to sundry servicing items; gas and heating installations; electrical testing; the

potential of some retrofit works to the Council's housing stock to reduce carbon impact, disabled adaptations; inspection services; planning supervisor services; design specification; work planning and quality control, together with customer relations and the appropriate financial and administrative support.

The scope of the gas and heating installations, servicing and maintenance workstream will include providing an annual service to all appliances, in line with the Council's statutory obligation.

The Call Management function will be carried out by the Council's in-house corporate contact centre function supported by Contractors with an out of hours service (call handling and carrying out emergency repairs). Contractors will be expected to work with the in-house service and interface with its systems to provide an effective repair reporting facility.

Core IT systems used by the Council are set out in the Contract Documents and associated appendices. Contractors will be required to utilise and/or integrate with the Council's systems fully.

The Council has established key performance indicators which the Contractor will be expected to consistently meet, with an emphasis on improving performance to enhance customer satisfaction.

The Contractor is expected to provide their own accommodation (depot, offices, stores, other) to facilitate delivery of the in-scope services and workstreams.

Under this contract the contractors and their supply chains will be required to actively participate in the achievement of the Contracting Authority's social, economic and environmental objectives. Accordingly, contract documents may relate to social, economic and environmental considerations.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £618,997,320

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The option to extend for one further period of five years.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

### **II.2) Description**

#### **II.2.1) Title**

Lot 2: North

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 09332000 - Solar installation
- 45400000 - Building completion work
- 50510000 - Repair and maintenance services of pumps, valves, taps and metal containers
- 50530000 - Repair and maintenance services of machinery
- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 50720000 - Repair and maintenance services of central heating
- 50850000 - Repair and maintenance services of furniture
- 51100000 - Installation services of electrical and mechanical equipment
- 51510000 - Installation services of general-purpose machinery and equipment

- 71000000 - Architectural, construction, engineering and inspection services

### **II.2.3) Place of performance**

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

Birmingham

### **II.2.4) Description of the procurement**

The Council wishes to establish a Contract to provide a day to day repair service, (including 24 hours cover for emergency repairs); repair work to void properties prior to re-letting; planned maintenance and improvement programmes; repair and maintenance service to sundry servicing items; gas and heating installations; electrical testing; the potential of some retrofit works to the Council's housing stock to reduce carbon impact, disabled adaptations; inspection services; planning supervisor services; design specification; work planning and quality control, together with customer relations and the appropriate financial and administrative support.

The scope of the gas and heating installations, servicing and maintenance workstream will include providing an annual service to all appliances, in line with the Council's statutory obligation.

The Call Management function will be carried out by the Council's in-house corporate contact centre function supported by Contractors with an out of hours service (call handling and carrying out emergency repairs). Contractors will be expected to work with the in-house service and interface with its systems to provide an effective repair reporting facility.

Core IT systems used by the Council are set out in the Contract Documents and associated appendices. Contractors will be required to utilise and/or integrate with the Council's systems fully.

The Council has established key performance indicators which the Contractor will be expected to consistently meet, with an emphasis on improving performance to enhance customer satisfaction.

The Contractor is expected to provide their own accommodation (depot, offices, stores, other) to facilitate delivery of the in-scope services and workstreams.

Under this contract the contractors and their supply chains will be required to actively

participate in the achievement of the Contracting Authority's social, economic and environmental objectives. Accordingly, contract documents may relate to social, economic and environmental considerations.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £451,388,280

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The option to extend for one further period of five years.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

### **II.2) Description**

#### **II.2.1) Title**

Lot 3: South

Lot No

3



## **II.2.2) Additional CPV code(s)**

- 09332000 - Solar installation
- 45400000 - Building completion work
- 50510000 - Repair and maintenance services of pumps, valves, taps and metal containers
- 50530000 - Repair and maintenance services of machinery
- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 50720000 - Repair and maintenance services of central heating
- 50850000 - Repair and maintenance services of furniture
- 51100000 - Installation services of electrical and mechanical equipment
- 51510000 - Installation services of general-purpose machinery and equipment
- 71000000 - Architectural, construction, engineering and inspection services

## **II.2.3) Place of performance**

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

Birmingham

## **II.2.4) Description of the procurement**

The Council wishes to establish a Contract to provide a day to day repair service, (including 24 hours cover for emergency repairs); repair work to void properties prior to re-letting; planned maintenance and improvement programmes; repair and maintenance service to sundry servicing items; gas and heating installations; electrical testing; the potential of some retrofit works to the Council's housing stock to reduce carbon impact, disabled adaptations; inspection services; planning supervisor services; design specification; work planning and quality control, together with customer relations and the appropriate financial and administrative support.

The scope of the gas and heating installations, servicing and maintenance workstream will include providing an annual service to all appliances, in line with the Council's statutory obligation.

The Call Management function will be carried out by the Council's in-house corporate

contact centre function supported by Contractors with an out of hours service (call handling and carrying out emergency repairs). Contractors will be expected to work with the in-house service and interface with its systems to provide an effective repair reporting facility.

Core IT systems used by the Council are set out in the Contract Documents and associated appendices. Contractors will be required to utilise and/or integrate with the Council's systems fully.

The Council has established key performance indicators which the Contractor will be expected to consistently meet, with an emphasis on improving performance to enhance customer satisfaction.

The Contractor is expected to provide their own accommodation (depot, offices, stores, other) to facilitate delivery of the in-scope services and workstreams.

Under this contract the contractors and their supply chains will be required to actively participate in the achievement of the Contracting Authority's social, economic and environmental objectives. Accordingly, contract documents may relate to social, economic and environmental considerations.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £1,307,191,260

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The option to extend for one further period of five years.

#### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

## **II.2) Description**

### **II.2.1) Title**

Lot 4: West Central

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 09332000 - Solar installation
- 45400000 - Building completion work
- 50510000 - Repair and maintenance services of pumps, valves, taps and metal containers
- 50530000 - Repair and maintenance services of machinery
- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 50720000 - Repair and maintenance services of central heating
- 50850000 - Repair and maintenance services of furniture
- 51100000 - Installation services of electrical and mechanical equipment
- 51510000 - Installation services of general-purpose machinery and equipment
- 71000000 - Architectural, construction, engineering and inspection services

### **II.2.3) Place of performance**

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

Birmingham

#### **II.2.4) Description of the procurement**

The Council wishes to establish a Contract to provide a day to day repair service, (including 24 hours cover for emergency repairs); repair work to void properties prior to re-letting; planned maintenance and improvement programmes; repair and maintenance service to sundry servicing items; gas and heating installations; electrical testing; the potential of some retrofit works to the Council's housing stock to reduce carbon impact, disabled adaptations; inspection services; planning supervisor services; design specification; work planning and quality control, together with customer relations and the appropriate financial and administrative support.

The scope of the gas and heating installations, servicing and maintenance workstream will include providing an annual service to all appliances, in line with the Council's statutory obligation.

The Call Management function will be carried out by the Council's in-house corporate contact centre function supported by Contractors with an out of hours service (call handling and carrying out emergency repairs). Contractors will be expected to work with the in-house service and interface with its systems to provide an effective repair reporting facility.

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The Council has established key performance indicators which the Contractor will be expected to consistently meet, with an emphasis on improving performance to enhance customer satisfaction.

The Contractor is expected to provide their own accommodation (depot, offices, stores, other) to facilitate delivery of the in-scope services and workstreams.

Under this contract the contractors and their supply chains will be required to actively participate in the achievement of the Contracting Authority's social, economic and environmental objectives. Accordingly, contract documents may relate to social, economic and environmental considerations.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £606,848,565

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The option to extend for one further period of five years.

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

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**Section III. Legal, economic, financial and technical information**

**III.1) Conditions for participation**

**III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

**III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-037054](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

14 February 2025

Local time

12:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

14 March 2025

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of England and Wales

Royal Courts of Justice, Strand

London

WC2A 2LL

Country

United Kingdom