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Contract

Repair, Maintenance and Associated Services

Golden Lane Housing Limited

F03: Contract award notice

Notice identifier: 2025/S 000-003651

Procurement identifier (OCID): ocds-h6vhtk-04691e

Published 4 February 2025, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

Golden Lane Housing Limited

Parkway Four, Parkway Business Centre, Princess Road

Manchester

M14 7HR

Contact

Joanne Keating

Email

joanne.keating@glh.org.uk

Telephone

+44 7721649628

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

8734

Internet address(es)

Main address

<http://www.glh.org.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Repair, Maintenance and Associated Services

Reference number

GLH0012

II.1.2) Main CPV code

- 50000000 - Repair and maintenance services

II.1.3) Type of contract

Services

II.1.4) Short description

Golden Lane Housing manages circa 1,429 homes (owned, managed and leasehold) across England, Wales and Northern Ireland. Tenders were invited to deliver planned investment works, compliance programme and servicing, responsive repairs, void works, estate services and out of hours (OOH) call handling service for a term of five years with the option to extend for two further periods of twenty four months up to a maximum of nine years in aggregate.

The tender for repairs, maintenance and associated services was divided into four lots.

Lot 1 - Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 1

Lot 2 - Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 2

Lot 3 - Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 3

Lot 4 - Out of Hours (OOH) Call Handling Service (All Regions)

This contract award notice relates to Lot 4 - Out of Hours (OOH) Call Handling Service (All Regions).

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £87,000,000

II.2) Description

II.2.1) Title

Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 1

Lot No

1

II.2.2) Additional CPV code(s)

- 50000000 - Repair and maintenance services
- 42500000 - Cooling and ventilation equipment
- 44100000 - Construction materials and associated items
- 44200000 - Structural products
- 44400000 - Miscellaneous fabricated products and related items
- 44600000 - Tanks, reservoirs and containers; central-heating radiators and boilers
- 45100000 - Site preparation work
- 45200000 - Works for complete or part construction and civil engineering work
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50500000 - Repair and maintenance services for pumps, valves, taps and metal containers and machinery
- 50700000 - Repair and maintenance services of building installations
- 51100000 - Installation services of electrical and mechanical equipment
- 51300000 - Installation services of communications equipment
- 51700000 - Installation services of fire protection equipment
- 51800000 - Installation services of metal containers
- 71300000 - Engineering services
- 77200000 - Forestry services
- 77300000 - Horticultural services
- 90400000 - Sewage services
- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90700000 - Environmental services
- 90900000 - Cleaning and sanitation services
- 92222000 - Closed circuit television services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The typical activity under Lot 1 was to deliver a planned and responsive property repairs, investment and management service to Golden Lane Housing property assets in Region 1, currently includes within it approx. 744 homes. This figure may increase during the life of the contract.

The primary workstreams to be delivered through this contract are:

- Planned Investment Works;
- Compliance Programme and Servicing;
- Responsive Repairs (24/7, 365 days a year basis);
- Void Works (to achieve a letting standard);
- Estate Services (including grounds maintenance, trees, window cleaning and communal cleaning).

The geographic region covered by Lot 1 was detailed within the tender documents.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost Submission / Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union

funds: No

II.2) Description

II.2.1) Title

Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 2

Lot No

2

II.2.2) Additional CPV code(s)

- 50000000 - Repair and maintenance services
- 42500000 - Cooling and ventilation equipment
- 44100000 - Construction materials and associated items
- 44200000 - Structural products
- 44400000 - Miscellaneous fabricated products and related items
- 44600000 - Tanks, reservoirs and containers; central-heating radiators and boilers
- 45100000 - Site preparation work
- 45200000 - Works for complete or part construction and civil engineering work
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50500000 - Repair and maintenance services for pumps, valves, taps and metal containers and machinery
- 50700000 - Repair and maintenance services of building installations
- 51100000 - Installation services of electrical and mechanical equipment
- 51300000 - Installation services of communications equipment
- 51700000 - Installation services of fire protection equipment
- 51800000 - Installation services of metal containers
- 71300000 - Engineering services

- 77200000 - Forestry services
- 77300000 - Horticultural services
- 90400000 - Sewage services
- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90700000 - Environmental services
- 90900000 - Cleaning and sanitation services
- 92222000 - Closed circuit television services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The typical activity under Lot 2 was to deliver a planned and responsive property repairs, investment and management service to Golden Lane Housing property assets in Region 2, currently includes within it approx. 383 homes. This figure may increase during the life of the contract.

The primary workstreams to be delivered through this contract are:

- Planned Investment Works;
- Compliance Programme and Servicing;
- Responsive Repairs (24/7, 365 days a year basis);
- Void Works (to achieve a letting standard);
- Estate Services (including grounds maintenance, trees, window cleaning and communal cleaning).

The geographic region covered by Lot 2 was detailed within the tender documents.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost Submission / Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 3

Lot No

3

II.2.2) Additional CPV code(s)

- 50000000 - Repair and maintenance services
- 42500000 - Cooling and ventilation equipment
- 44100000 - Construction materials and associated items
- 44200000 - Structural products
- 44400000 - Miscellaneous fabricated products and related items
- 44600000 - Tanks, reservoirs and containers; central-heating radiators and boilers
- 45100000 - Site preparation work
- 45200000 - Works for complete or part construction and civil engineering work
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50500000 - Repair and maintenance services for pumps, valves, taps and metal containers and

machinery

- 50700000 - Repair and maintenance services of building installations
- 51100000 - Installation services of electrical and mechanical equipment
- 51300000 - Installation services of communications equipment
- 51700000 - Installation services of fire protection equipment
- 51800000 - Installation services of metal containers
- 71300000 - Engineering services
- 77200000 - Forestry services
- 77300000 - Horticultural services
- 90400000 - Sewage services
- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90700000 - Environmental services
- 90900000 - Cleaning and sanitation services
- 92222000 - Closed circuit television services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The typical activity under Lot 3 was to deliver a planned and responsive property repairs, investment and management service to Golden Lane Housing property assets in Region 3, currently includes within it approx. 302 homes. This figure may increase during the life of the contract.

The primary workstreams to be delivered through this contract are:

- Planned Investment Works;

- Compliance Programme and Servicing;
- Responsive Repairs (24/7, 365 days a year basis);
- Void Works (to achieve a letting standard);
- Estate Services (including grounds maintenance, trees, window cleaning and communal cleaning).

The geographic region covered by Lot 3 was detailed within the tender documents.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost Submission / Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Out of Hours (OOH) Call Handling Service (All Regions)

Lot No

4

II.2.2) Additional CPV code(s)

- 50000000 - Repair and maintenance services
- 79500000 - Office-support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The typical activity under Lot 4 will be to deliver an Out of Hours (OOH) Call Handling Service for Golden Lane Housing tenants, tenant support workers and/or their families to report emergency and appointable repairs outside of normal working hours (including evenings, weekends and bank holidays) as detailed in the tender documents. This service will include the keeping and maintenance of out of hours records, and the communication of out of hours jobs that require attendance by the third-party Responsive Repairs Contractor.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost Submission / Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-015949](#)

Section V. Award of contract

Lot No

4

Title

Out of Hours (OOH) Call Handling Service (All Regions)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 January 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

MCP Property Services Ltd

Building B, The Chase, Foxholes Business Park, John Tate Road

Hertford

SG13 7NN

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03744489

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £250,000

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=921509676>

GO Reference: GO-202524-PRO-29301351

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

The Strand

London

WC2A 2LL

Country

United Kingdom