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Tender

Responsive Maintenance Framework Agreement - Ref 01003

Tai Tarian Ltd

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-005080

Procurement identifier (OCID): ocds-h6vhtk-0502fa ([view related notices](#))

Published 21 January 2026, 8:48am

Scope

Reference

01003

Description

Tai Tarian is seeking to appoint contractors (Providers) to a Framework Agreement for property related repairs and maintenance works.

The Framework Agreement will be split into the following eight Lots:

Lot 1 - Plumbing

Lot 2 - Electrical

Lot 3 - Carpentry

Lot 4 - Plastering

Lot 5 - Communal Aerials

Lot 6 - Flooring

Lot 7 - External works - Paths, Fencing and Walls

Lot 8 - Fabrication of Railings and Gates

Lots will be awarded on an individual basis, and a Tenderer can bid for a maximum of four lots.

Tenderers must ensure that their submission clearly shows that they're able to meet the requirements of each Lot, and (if bidding for multiple Lots) not to make any statement or assumption that their bid is conditional on being awarded multiple Lots.

Total value (estimated)

- £3,940,000 excluding VAT
- £4,728,000 including VAT

Below the relevant threshold

Main procurement category

Works

Contract locations

- UKL17 - Bridgend and Neath Port Talbot
- UKL18 - Swansea

Not the same for all lots

CPV classifications and contract dates are shown in Lot sections, because they are not

the same for all lots.

Lot 1. Plumbing

Description

The scope of this Lot comprises repair and maintenance of plumbing (excluding heating and hot water) as set out in the NHF Schedule of Rates for Responsive Maintenance (Version 8) included in Appendix 1CL1, and in accordance with Specification (Appendix 2AL1).

We are seeking to appoint Providers to complete 1-day and 7-day repairs including out of hours, on a fixed term 1 year Call-off Contract.

We estimate work to be in the region of 600 - 700 works orders per quarter to address leaks, blockages and faulty plumbing e.g., taps, siphons, fill valves etc.

The profile of work allocated is estimated at:

- 45% of jobs needing to be completed in 1 day, including out-of-hour emergencies.
- 55% of jobs requiring completion in 7 days.

Lot value (estimated)

- £200,000 excluding VAT
- £240,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- 1 year

CPV classifications

- 45330000 - Plumbing and sanitary works

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Lot 2. Electrical

Description

The scope of this Lot comprises repair and maintenance of electrical installations and accessories as set out in the NHF Schedule of Rates for Responsive Maintenance (Version 8) included in Appendix 1CL2, and in accordance with Specification (Appendix 2AL2).

We are seeking to appoint a Provider to support our in-house maintenance team with:

- Emergency repairs Out of Hours - We estimate 120 jobs per quarter needing to be completed on an emergency basis, reinstating power, dealing with unsafe electrical installations.
- Periods of high demand and cover for absence e.g. leave, sickness etc - We estimate issuing up to 60 orders per quarter, all of which will be issued with 28-day priorities for various electrical maintenance and testing.
- Work to maintain PV systems and batteries, including enabling work for our roofers - We have a planned installation programme currently providing PV to many of our homes. With over 2,000 homes due to have PV installed, we will require assistance of an MCS accredited Provider to undertake maintenance. Our initial requirement is to assist removal of some panels where properties require repairs to roofs. We estimate issuing up to 6

orders per quarter, all of which will have 7-day targets. Over the four-year period, this work is likely to extend repairing or replacing panels and other PV accessories.

- Ad-hoc work in relation to extractor fan replacements - We estimate there to be approximately 100 extractor fans to be replaced annually on a planned 28-day target.

We expect the successful Provider to attend and reinstate / repair within the allocated timescale. Disruption and damage associated with this to be kept to a minimum.

Any work required following completion of repairs will be handed over to Tai Tarian's Property Services team.

Work Orders will be issued as individual Call-off Contracts from two main sources:

1. Directly from our contact centre colleagues (in house during working hours, externally outside of office hours) on receipt of repairs being reported by tenants. These will aim to capture details of the repair being reported before forwarding details with the work order via email to the Provider.
2. Directly from our Inspectors or Team Leaders, who will provide the necessary scheduled information for work in a work order to be sent via email.

The Provider will be required to provide adequate resource to cover all Tai Tarian's properties (Table 1).

Tai Tarian intends (but there is no obligation) to appoint a maximum of 1 Provider as Primary Provider, within this Lot for both the in and out of hours work

It is anticipated that a maximum of 1 Provider will be appointed as Reserve Provider within this Lot.

Lot value (estimated)

- £400,000 excluding VAT
- £480,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

CPV classifications

- 45310000 - Electrical installation work

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Lot 3. Carpentry

Description

The scope of this Lot comprises installation and maintenance of fire doors as set out in the NHF Schedule of Rates for Responsive Maintenance (Version 8) included in Appendix 1CL3, and in accordance with Specification (Appendix 2AL3)

We are seeking to appoint a Provider to complete 7 day and 28-day repairs.

We estimate work to be in the region of 35 and 45 orders per quarter to fire doors, namely the installation or replacement of communal doors (not including flat entrance doors) and when necessary, some maintenance to existing doors e.g. closures, adjustments etc.

The profile of work allocated is estimated at:

- 65% of jobs need to be completed in 7 days.
- 35% of jobs requiring completion in 28 days.

Providers must have suitable accreditation or equivalent to BM Trada to participate in this work.

Work Orders will be issued as individual Call-off Contracts directly from our Inspectors or

Team Leaders, who will provide the necessary scheduled information for work in a work order to be sent via email.

The Provider will be required to provide adequate resource to cover all Tai Tarian's properties including those for flats and common areas (Table 2 Breakdown of Blocks and Flats by Ward).

Tai Tarian intends (but there is no obligation) to appoint a maximum of 1 Provider as Primary Provider, within this Lot. There is not out of hours service provision included in this Lot.

It is anticipated that a maximum of 1 Provider will be appointed as Reserve Provider within this Lot.

Lot value (estimated)

- £180,000 excluding VAT
- £216,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

CPV classifications

- 45420000 - Joinery and carpentry installation work

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Lot 4. Plastering

Description

The scope of this Lot comprises plastering as set out in the NHF Schedule of Rates for Responsive Maintenance (Version 8) included in Appendix 1CL4, and in accordance with Specification (Appendix 2AL4).

We are seeking to appoint a Provider to support our in-house maintenance team with periods of high demand and cover for absence e.g. leave sickness etc.

We estimate work to be in the region of 30 orders per quarter to complete orders with 28-day targets.

Works Orders will be issued as individual Call-off Contracts directly from our Inspectors or Team Leaders, who will provide the necessary scheduled information for work in a work order to be sent via email.

The Provider will be required to provide adequate resource to cover all of Tai Tarian's properties (Table 1 Properties by Ward).

Tai Tarian intends (but there is no obligation) to appoint a maximum of 1 Provider as Primary Provider, within this Lot. There is not out of hours service provision included in this Lot.

It is anticipated that a maximum of 1 Provider will be appointed as Reserve Provider within this Lot

Lot value (estimated)

- £240,000 excluding VAT
- £288,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2030

- 4 years

CPV classifications

- 45430000 - Floor and wall covering work

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Lot 5. Communal Aerials

Description

The scope of this Lot comprises work to communal aerials as set out in the NHF Schedule of Rates for Responsive Maintenance (Version 8) included in Appendix 1CL5, and in accordance with Specification (Appendix 2AL5).

We are seeking to appoint a Provider to undertake 7-day and 28-day orders.

We estimate work to be in the region of 30 orders per quarter to install, maintain or replace communal aerials.

The profile of work allocated is estimated at:

- 35% of jobs need to be completed in 7 days.
- 65% of jobs requiring completion in 28 days.

Works Orders will be issued as individual Call-off Contracts directly from our contact centre colleagues (in house during working hours, externally outside of office hours) on receipt of repairs being reported by tenants. These will aim to capture details of the repair being reported before forwarding details with the work order via email to the Provider.

The Provider will be required to provide adequate resource to cover all Tai Tarian's properties with communal aerials (Table 2 Breakdown of Blocks and Flats by Ward)

Tai Tarian intends (but there is no obligation) to appoint a maximum of 1 Provider as Primary Provider, within this Lot. There is not out of hours service provision included in this Lot.

It is anticipated that a maximum of 1 Provider will be appointed as Reserve Provider within this Lot

Lot value (estimated)

- £80,000 excluding VAT
- £96,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

CPV classifications

- 45312320 - Television aerial installation work

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Lot 6. Flooring

Description

The scope of this Lot comprises replacement of kitchen and bathroom flooring as set out

in the NHF Schedule of Rates for Responsive Maintenance (Version 8) included in Appendix 1DL6, and in accordance with Specification (Appendix 2BL6)

We are seeking to appoint a Provider to undertake 28-day orders.

The successful provider will be responsible for undertaking all associated works with the flooring replacement which will include, but not be limited to:

- Removal and reinstatement of sanitaryware
- Remedial works to flooring e.g. renewal of floorboards and applying self-level materials
- Any associated plumbing works
- Note - no disruption to gas appliances

We estimate work to be in the region of 75 and 100 works orders per quarter to install / replace kitchen or bathroom flooring

Renewal of bathroom and WC flooring to be fitted after removal of sanitaryware and same sanitaryware to be refitted on completion of flooring.

Work Orders will be issued as individual Call-off Contracts directly from our Inspectors or Team Leaders, who will provide the necessary scheduled information for work in a work order to be sent via email.

The Provider will be required to provide adequate resource to cover all Tai Tarian's properties (Table 1 Properties by Ward).

Tai Tarian intends (but there is no obligation) to appoint a maximum of 1 Provider as Primary Provider, within this Lot. There is not out of hours service provision included in this Lot.

It is anticipated that a maximum of 1 Provider will be appointed as Reserve Provider within this Lot

Lot value (estimated)

- £1,100,000 excluding VAT
- £1,320,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

CPV classifications

- 45430000 - Floor and wall covering work

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Lot 7. External Works - Paths, Fencing and Walls

Description

The scope of this Lot comprises repairs and maintenance of paths, fencing and walls as set out in the NHF Schedule of Rates for Responsive Maintenance (Version 8) included in Appendix 1CL7 and the NHF Schedule of Rates for Planned Maintenance (Version 8) included in Appendix 1DL7, and in accordance with Specifications (Appendix 2AL7 and 2BL7 respectively)

We are seeking to appoint a Provider to undertake 60 day and 365 day orders.

We estimate responsive work (60 day) to be in the region of 30 and 40 orders per quarter to replace fencing, re-build steps and walls, re-lay paths.

Planned work (365 day) is estimated to be in the region of 20 orders per quarter.

Work Orders will be issued as individual Call-off Contracts directly from our Inspectors or Team Leaders, who will provide the necessary scheduled information for work in a work order to be sent via email.

The Provider will be required to provide adequate resource to cover all of Tai Tarian's properties (Table 1 Properties by Ward).

Tai Tarian intends (but there is no obligation) to appoint a maximum of 2 Providers as Primary Providers, within this Lot, with one focussing on responsive works and the other planned works.

It is anticipated that a maximum of 2 Providers will be appointed as Reserve Providers within this Lot.

Lot value (estimated)

- £1,400,000 excluding VAT
- £1,680,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

CPV classifications

- 45233161 - Footpath construction work
- 45340000 - Fencing, railing and safety equipment installation work

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Lot 8. Fabrication of Railings and Gates

Description

The scope of this Lot comprises repairs and maintenance of paths, fencing and walls as set out in the NHF Schedule of Rates for Responsive Maintenance (Version 8) included in Appendix 1CL8, and the NHF Schedule of Rates for Planned Maintenance (Version 8) included in Appendix 1DL8, and in accordance with Specifications (Appendix 2AL8 and 2BL8 respectively)

We are seeking to appoint a Provider to undertake 60-day orders.

We estimate work to be in the region of 25 and 30 orders per quarter to manufacture and fit metal gates, fencing and railings.

Work Orders will be issued as individual Call-off Contracts directly from our Inspectors or Team Leaders, who will provide the necessary scheduled information for work in a work order to be sent via email.

The Provider will be required to provide adequate resource to cover all Tai Tarian's properties (Table 1 Properties by Ward).

Tai Tarian intends (but there is no obligation) to appoint a maximum of 2 Providers as Primary Providers, within this Lot. There is not out of hours service provision included in this Lot.

Lot value (estimated)

- £340,000 excluding VAT
- £408,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

CPV classifications

- 45340000 - Fencing, railing and safety equipment installation work

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Plumbing

Lot 2. Electrical

Lot 3. Carpentry

Lot 4. Plastering

Lot 5. Communal Aerials

Lot 6. Flooring

Lot 8. Fabrication of Railings and Gates

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Enquiry deadline

20 February 2026, 12:00pm

Tender submission deadline

3 March 2026, 5:00pm

Submission address and any special instructions

<https://www.sell2wales.gov.wales/>

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type	Weighting
Price	Price	Price	60.00%
Quality	Quality	Quality	40.00%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357550

ITT - Responsive Maintenance Framework Agreement - Ref 01003

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357551

(LOT 1) 1AL1 - NHF Form of Contract 2023 Price Framework Rules

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357552

(LOT 1) 1BL1 - NHF Form of Contract 2023 Price Framework

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357553

(LOT 1) 1CL1 - NHF Form of Contract 2023 Schedule of Rates Long.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357554

(LOT 2) 1AL2 - NHF Form of Contract 2023 Price Framework Rules.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357555

57555

(LOT 2) 1BL2 - NHF Form of Contract 2023 Price Framework

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357556

(LOT 2) 1CL2 - NHF Form of Contract 2023 Schedule of Rates Long

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357557

(LOT 3) 1AL3 - NHF Form of Contract 2023 Price Framework Rules

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357558

(LOT 3) 1BL3 - NHF Form of Contract 2023 Price Framework

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357559

(LOT 3) 1CL3 - NHF Form of Contract 2023 Schedule of Rates Long.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357560

(LOT 4) 1AL4 - NHF Form of Contract 2023 Price Framework Rules.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357562

(LOT 4) 1BL4 - NHF Form of Contract 2023 Price Framework

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357563

(LOT 4) 1CL4 - NHF Form of Contract 2023 Schedule of Rates Long.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357564

(LOT 5) 1AL5 - NHF Form of Contract 2023 Price Framework Rules.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357565

(LOT 5) 1BL5 - NHF Form of Contract 2023 Price Framework

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357566

(LOT 5) 1CL5 - NHF Form of Contract 2023 Schedule of Rates Long

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357567

(LOT 6) 1AL6 - NHF Form of Contract 2023 Price Framework Rules.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357568

(LOT 6) 1BL6 - NHF Form of Contract 2023 Price Framework

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357569

(LOT 6) 1DL6 - NHF Form of Contract 2023 Schedule of Rates Long.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357570

(LOT 7) 1AL7 - NHF Form of Contract 2023 Price Framework Rules.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357571

(LOT 7) 1BL7 - NHF Form of Contract 2023 Price Framework

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357572

(LOT 7) 1CL7 - NHF Form of Contract 2023 Schedule of Rates Long (RESPONSIVE MAINTENANCE)

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357573

57573

(LOT 7) 1DL7 - NHF Form of Contract 2023 Schedule of Rates Long (PLANNED MAINTENANCE)

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357574

(LOT 8) 1AL8 - NHF Form of Contract 2023 Price Framework Rules

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357575

(LOT 8) 1BL8 - NHF Form of Contract 2023 Price Framework

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357576

(LOT 8) 1CL8 - NHF Form of Contract 2023 Schedule of Rates Long (RESPONSIVE MAINTENANCE)

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357577

(LOT 8) 1DL8 - NHF Form of Contract 2023 Schedule of Rates Long (PLANNED MAINTENANCE).

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357578

(LOT 1) 2AL1 - NHF Form of Contract 2023 Responsive v8 Specification.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357579

(LOT 2) 2AL2 - NHF Form of Contract 2023 Responsive v8 Specification

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357580

(LOT 3) 2AL3 - NHF Form of Contract 2023 Responsive v8 Specification

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357581

(LOT 4) 2AL4 - NHF Form of Contract 2023 Responsive v8 Specification

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357582

(LOT 5) 2AL5 - NHF Form of Contract 2023 Responsive v8 Specification

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357583

(LOT 6) 2BL6 - NHF Form of Contract 2023 Planned Maint v8 Specification

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357584

(LOT 7) 2AL7 - NHF Form of Contract 2023 Responsive v8 Specification

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357585

(LOT 7) 2BL7 - NHF Form of Contract 2023 Planned Maint v8 Specification.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357586

(LOT 8) 2AL8 - NHF Form of Contract 2023 Responsive v8 Specification

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357588

(LOT 8) 2BL8 - NHF Form of Contract 2023 Planned Maint v8 Specification

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357589

Pre Construction Information

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357590

4 - NHF Form of Contract 2023 Preliminaries

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357591

5 - NHF Form of Contract 2023 Contract Conditions

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357592

6 -NHF Form of Contract 2023 Volume 1 (a2) Articles & Contract Details

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357593

7L1 KPIs - Plumbing

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357594

7L2 KPIs - Electrical

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357595

7L3 KPIs - Carpentry

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357596

7L4 KPIs - Plastering

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357597

7L5 KPIs - Communal Aerials

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357598

7L6 KPIs - Flooring

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357599

7L7 KPIs - Externals

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357600

7L8 KPIs - Fabrication

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357602

8 - Framework Agreement - Responsive Maintenance Framework Agreement - Ref 01003

Contracting authority

Tai Tarian Ltd

- Public Procurement Organisation Number: PRRR-2818-QQVJ

Ty Gwyn

Neath

SA11 2FP

United Kingdom

Contact name: Lisa Jones

Email: lisa.jones@taitarian.co.uk

Website: <http://www.taitarian.co.uk>

Region: UKL17 - Bridgend and Neath Port Talbot

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales