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Tender

Service, Repairs and Installation of Communal Heating Systems and Heat Networks

THE GUINNESS PARTNERSHIP LIMITED

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

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Scope

Reference

TGP491

Description

The Guinness Partnership Limited (TGPL) and all of its subsidiaries is seeking organisations to provide Service, Repair and Installation Services to communal heating systems and heat networks in properties owned and managed by Guinness. Services are to include the servicing, maintenance and responsive repairs of all gas boilers, heat pumps, communal plant rooms, commercial gas catering equipment and heat networks in accordance with the Contract Specification, current gas regulations, and upcoming heat network regulations.

Guinness currently have 133 heat networks that provide heating and hot water to our residents and leaseholders.

Total value (estimated)

- £135,190,980 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2031
- Possible extension to 31 August 2041
- 15 years

Description of possible extension:

The Contract will be for an initial term of five years extendable at Guinness' sole discretion and subject to performance, for two further periods of five years, giving a total of 15 years. The extensions may be taken as single years.

Options

The right to additional purchases while the contract is valid.

The contract will be managed through Key Performance Indicators. In the event of a supplier performance failure, a supplier in another Lot may have its contract scope extended to include the requirements for properties where the failure occurred until assurance can be given that the reasons for the original failure have been rectified and will not occur again.

Any planned upgrades or retrofit works may be tendered for separately and are not guaranteed to be given to the successful Supplier(s).

Main procurement category

Services

CPV classifications

- 45331100 - Central-heating installation work
- 45331110 - Boiler installation work
- 50531100 - Repair and maintenance services of boilers
- 50720000 - Repair and maintenance services of central heating

Lot constraints

Maximum number of lots a supplier can be awarded: 5

Description of how multiple lots may be awarded:

It will not be permissible to be awarded more than five Lots

Supplier's must meet the minimum turnover requirements for each lot and the combined requirements where bidding for multiple lots.

Not the same for all lots

Contract locations are shown in Lot sections, because they are not the same for all lots.

Lot 1. Communal - Greater Manchester

Description

The requirements comprise of a planned preventative maintenance service and reactive maintenance services of communal heating systems and heat networks in Greater Manchester. The requirements may include planned upgrade works and retrofit of systems.

Guinness currently has 26 communal plant rooms which provide heat and hot water to 930 properties in this Lot.

Further details can be found in the Procurement Documents.

Guinness gives no guarantee on the volume of services that may be required during the contract as property numbers may increase or decrease during the term of the contract.

Lot value (estimated)

- £17,597,079 excluding VAT
- £21,116,495 including VAT

Contract locations

- UKD3 - Greater Manchester

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 2. Communal - North West

Description

The requirements comprise of a planned preventative maintenance service and reactive maintenance services of communal heating systems and heat networks in the North West (excluding Greater Manchester). The requirements may include planned upgrade works and retrofit of systems.

Guinness currently has 15 communal plant rooms which provide heat and hot water to 568 properties in this Lot.

Further details can be found in the Procurement Documents.

Guinness gives no guarantee on the volume of services that may be required during the contract as property numbers may increase or decrease during the term of the contract.

Lot value (estimated)

- £12,896,956 including VAT

Contract locations

- UKD1 - Cumbria
- UKD4 - Lancashire
- UKD6 - Cheshire
- UKD7 - Merseyside

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 3. Communal - Yorkshire, Lincolnshire, Nottinghamshire and Derbyshire

Description

The requirements comprise of a planned preventative maintenance service and reactive maintenance services of communal heating systems and heat networks in Yorkshire, Lincolnshire, Nottinghamshire and Derbyshire. The requirements may include planned upgrade works and retrofit of systems.

Guinness currently has 26 communal plant rooms which provide heat and hot water to 691 properties in this Lot.

Further details can be found in the Procurement Documents.

Guinness gives no guarantee on the volume of services that may be required during the contract as property numbers may increase or decrease during the term of the contract.

Lot value (estimated)

- £15,689,783 including VAT

Contract locations

- UKE - Yorkshire and the Humber
- UKF1 - Derbyshire and Nottinghamshire
- UKF3 - Lincolnshire

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 4. Communal - London East

Description

The requirements comprise of a planned preventative maintenance service and reactive maintenance services of communal heating systems and heat networks in London East. The requirements may include planned upgrade works and retrofit of systems.

Guinness currently has 7 communal plant rooms which provide heat and hot water to 1,740 properties in this Lot.

Further details can be found in the Procurement Documents.

Guinness gives no guarantee on the volume of services that may be required during the contract as property numbers may increase or decrease during the term of the contract.

Lot value (estimated)

- £39,508,281 including VAT

Contract locations

- UKI - London

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 5. Communal - London West & Home Counties

Description

The requirements comprise of a planned preventative maintenance service and reactive maintenance services of communal heating systems and heat networks in London West and Home Counties. The requirements may include planned upgrade works and retrofit of

systems.

Guinness currently has 17 communal plant rooms which provide heat and hot water to 615 properties in this Lot.

Further details can be found in the Procurement Documents.

Guinness gives no guarantee on the volume of services that may be required during the contract as property numbers may increase or decrease during the term of the contract.

Lot value (estimated)

- £13,964,134 including VAT

Contract locations

- UKH2 - Bedfordshire and Hertfordshire
- UKH3 - Essex
- UKI - London
- UKJ11 - Berkshire
- UKJ12 - Milton Keynes
- UKJ13 - Buckinghamshire CC

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 6. Communal - Southeast & South Coast

Description

The requirements comprise of a planned preventative maintenance service and reactive maintenance services of communal heating systems and heat networks in the Southeast and South Coast. The requirements may include planned upgrade works and retrofit of systems.

Guinness currently has 16 communal plant rooms which provide heat and hot water to 415 properties in this Lot.

Further details can be found in the Procurement Documents.

Guinness gives no guarantee on the volume of services that may be required during the contract as property numbers may increase or decrease during the term of the contract.

Lot value (estimated)

- £9,422,952 including VAT

Contract locations

- UKJ21 - Brighton and Hove
- UKJ22 - East Sussex CC
- UKJ25 - West Surrey
- UKJ26 - East Surrey
- UKJ27 - West Sussex (South West)
- UKJ28 - West Sussex (North East)
- UKJ31 - Portsmouth
- UKJ32 - Southampton
- UKJ35 - South Hampshire
- UKJ36 - Central Hampshire

- UKJ37 - North Hampshire
- UKJ4 - Kent

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 7. Communal - Southwest

Description

The requirements comprise of a planned preventative maintenance service and reactive maintenance services of communal heating systems and heat networks in the Southwest. The requirements may include planned upgrade works and retrofit of systems.

Guinness currently has 34 communal plant rooms which provide heat and hot water to 995 properties in this Lot.

Further details can be found in the Procurement Documents.

Guinness gives no guarantee on the volume of services that may be required during the contract as property numbers may increase or decrease during the term of the contract.

Lot value (estimated)

- £22,592,379 including VAT

Contract locations

- UKK - South West (England)

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

Lot 1. Communal - Greater Manchester

Lot 2. Communal - North West

Lot 3. Communal - Yorkshire, Lincolnshire, Nottinghamshire and Derbyshire

Lot 4. Communal - London East

Lot 5. Communal - London West & Home Counties

Lot 6. Communal - Southeast & South Coast

Lot 7. Communal - Southwest

Participants are required to demonstrate sufficient economic and financial standing by meeting the minimum turnover requirements and financial risk assessment as described in the Procurement Documents.

Participants are required to demonstrate commitment that they can secure insurances as described in the Procurement Documents.

Technical ability conditions of participation

Lot 1. Communal - Greater Manchester

Participants must evidence that they have in place or commit to having in place before the contract start date, the following qualifications and standards or equivalent:

- Gas Safe Registration (both the organisation and the employees)

- COCN1 Core Commercial Gas Safety (employees only)
- CCCN1 Core Commercial Catering Gas Safety (employees only)
- TP1 certification (employees only)

Lot 2. Communal - North West

Lot 3. Communal - Yorkshire, Lincolnshire, Nottinghamshire and Derbyshire

Lot 4. Communal - London East

Lot 5. Communal - London West & Home Counties

Lot 6. Communal - Southeast & South Coast

Lot 7. Communal - Southwest

Participants must evidence that they have in place or commit to having in place before the contract start date, the following qualifications and standards or equivalent:

- Gas Safe Registration (both the organisation and the employees)
- COCN1 Core Commercial Gas Safety (employees only)
- CCCN1 Core Commercial Catering Gas Safety (employees only)
- TP1 certification (employees only)

Particular suitability

Lot 1. Communal - Greater Manchester

Lot 2. Communal - North West

Lot 3. Communal - Yorkshire, Lincolnshire, Nottinghamshire and Derbyshire

Lot 4. Communal - London East

Lot 5. Communal - London West & Home Counties

Lot 6. Communal - Southeast & South Coast

Lot 7. Communal - Southwest

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

2 February 2026, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

16 February 2026, 12:00pm

Submission address and any special instructions

<https://supplierlive.proactisp2p.com/Account/Login>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

Lot 1. Communal - Greater Manchester

Lot 2. Communal - North West

Lot 3. Communal - Yorkshire, Lincolnshire, Nottinghamshire and Derbyshire

Lot 4. Communal - London East

Lot 5. Communal - London West & Home Counties

Lot 6. Communal - Southeast & South Coast

Lot 7. Communal - Southwest

Minimum 5 suppliers per lot

Award decision date (estimated)

22 May 2026

Award criteria

Name	Type	Weighting
Quality	Quality	55%
Cost	Cost	40%
Operational Scenario	Quality	5%

Other information

Payment terms

As described in the Procurement Documents

Description of risks to contract performance

The Contract may be modified on the materialisation of a known risk within the meaning of section 74 and paragraph 5 of Schedule 8 to the Act. The following risks have been identified for this Contract:

1. Awaab's Law came into effect in October 2025 with the law being extended in 2026 and 2027 to address further Housing Health and Safety Rating System hazards.
2. There is the ever-present possibility of mergers between Guinness and other housing organisations, which could substantially alter the current property numbers. Whilst there are not currently any such major projects known to the Procurement Team, this is extremely common within our sector and is not outside of the realms of possibility during the Contract Term.
3. Property numbers will fluctuate due to property disposal, acquisition, or the development build programme. It is not possible to know how this will impact the property numbers anticipated under this Contract and in turn the impact on the Contract value.
4. External factors could also impact upon the scope and associate cost of requirements, due to the introduction of new legislation or regulation. For example changes in law relating to National Insurance and Minimum National Wage which will impact the Supplier's ability to deliver the Contract at the tendered sum and in line with CPI provisions in the Contract. It is not possible to predict any increases in labour costs and the impact on the Contract value.
5. Significant shifts in the economy impacting the cost of materials.
6. Increase in contract value due to higher than expected replacement heating systems or retrofit requirements.
7. Increase in contract value due to higher than expected CPI increases.
8. Decrease in contract value due to lower than expected budget allocation.
9. Quality of heating systems in properties that are acquired or through merger is unknown could result in a higher than expected requirement to replace the equipment or to retrofit to bring up to a compliant standard.
10. The works required to bring the heating systems up to the standards of the Heat Network Regulations is unknown and may be greater than expected.
11. Amendments to the Heat Network Regulations could impact on the requirements of the Contract. For example, impact to reportable KPIs to Ofgem, and Guinness KPIs, and

implementation of Heat Network Zoning.

12. In the instance of contract termination due to continued poor performance, one of the suppliers operating in the other lots will be awarded the contract without re-opening competition.

13. The contract has provision to extend the contract for up to a further 10 years. The extensions may be exercised as single years or as two periods of five years.

14. The frequency of servicing may change each year based on budget allocation and business performance and may be reduced in year with limited notice.

15. The KPIs outlined in Appendix B are subject to change in response to updates in heat network regulations and evolving expectations on Guinness regarding the management of its heat networks.

16. Guinness reserves the right to remove water sampling and dosing activities from the contract if Guinness chooses to engage other parties for this work or tender for a dedicated water quality contractor.

17. Guinness will review its policies annually. As a result, policies may change during the Contract Term, and new policies may be introduced that will form part of the Contract. This may impact the scope and Total Contract Value.

18. Demarcation of responsibility during defect liability period may change during the Contract Term and may include a different approach for each new development. Such as the Contractor only being responsible for in-property servicing and repairs and gas compliance, to all service outlined in the Contract.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This Competitive Flexible Procedure will be conducted in three stages.

Stage 1 - Procurement Specific Questionnaire: Assessment of the Conditions of Participation on a pass / fail basis and scored quality questions to shortlist Participants to be invited to tender. It is intended to shortlist a minimum of 5 and a maximum of 7 Participants per Lot. Should Participant's that are ranked 6th and 7th be more than 2 percentage points below that of the 5th ranked Participant, Guinness reserve the right not to shortlist the Participant's ranked 6th and 7th.

Stage 2 - Invitation to Tender: Assessment of scored quality questions and pricing submission. Quality questions will be weighted at 55% and pricing weighted at 40%. Further details are provided in the Procurement Documents.

Stage 3 - Operational Scenario: Assessment of the approach to a realistic scenario which will be weighted at 5%. Following the evaluation of Stage 2 (quality and price), only those suppliers that have a mathematical chance of being successful will be invited to Stage 3. Participants that have a score which is greater than 5% below the highest ranked bidder, may not be invited to take part in stage 3 and will be informed that they are unsuccessful in the tender process.

Guinness reserves the right to refine the procurement documents prior to Stage 2.

It is the intention to appoint one supplier per Lot.

Documents

Associated tender documents

<https://supplierlive.proactisp2p.com/Account/Login>

From the Proactis home page, select "Opportunities" and filter the "Customer Name" to "The Guinness Partnership"

Documents to be provided after the tender notice

TUPE Employee Liability Information will only be provided to Participants that are shortlisted to Stage 2. These will be available to download from the Proactis portal.

Contracting authority

THE GUINNESS PARTNERSHIP LIMITED

- Companies House: IP031693
- Public Procurement Organisation Number: PBNQ-4523-TMYT

7th Floor, 350 Euston Road

London

NW1 3AX

United Kingdom

Email: procurement@guinness.org.uk

Region: UKI31 - Camden and City of London

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)