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Tender

## **Annual Maintenance and Reactive Repairs Maintenance Services for existing Heating Installations**

Southside Housing Association Ltd

F02: Contract notice

Notice identifier: 2025/S 000-009985

Procurement identifier (OCID): ocids-h6vhtk-04eea6

Published 18 March 2025, 4:09pm

The closing date and time has been changed to:

**1 May 2025, 12:00pm**

See the [change notice](#).

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

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

Southside Housing Association Ltd

135 Fifty Pitches Rd, Cardonald

Glasgow

G514EB

#### **Contact**

Sonia Mehmi

#### **Email**

[smehmi@southside-ha.co.uk](mailto:smehmi@southside-ha.co.uk)

**Telephone**

+44 1414221112

**Country**

United Kingdom

**NUTS code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

<http://www.southside-ha.org>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA12222](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12222)

**I.3) Communication**

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

<https://www.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.uk>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.publiccontractsscotland.gov.uk>

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

Other type

Registered Social Landlord

## **I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

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

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

Annual Maintenance and Reactive Repairs Maintenance Services for existing Heating Installations

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

- 50710000 - Repair and maintenance services of electrical and mechanical building installations

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

Services

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

1.1 The Contract primarily involves providing an annual maintenance service and 24 hour a day 365 days a year reactive repairs maintenance service to existing heating installations throughout tenant occupied properties within the Cardonald and Pollokshields areas of Glasgow. The Contract duration is two years (twenty-four months) from the commencement date of 1st July 2025 until 30th June 2027, and will primarily include;

- Annual maintenance servicing of Air Source Heat Pump heating installations;
- Annual maintenance servicing of Unvented Cylinder Heating installations;
- Operation and Condition Check of interconnected smoke detectors and heat alarms which shall be replaced by the Contractor where existing alarms are missing; and
- A reactive maintenance repairs service to properties with Air Source Heat Pump heating systems (refer ASHP Properties address list incorporated within Tender Document 4). The reactive maintenance repairs service shall include replacement of defective parts and

components including any part or components requiring replacement that are identified during the annual maintenance service visits to Air Source Heat Pump installations only. The reactive maintenance repairs service will be provided by the Contractor on a 24 hours a day 365 days a year basis incorporating reactive maintenance repairs notified by Southside Housing Association's customers during normal working hours and out with normal working hours. The reactive repairs service will also include an Out of Hours call handling service provided by the Contractor who shall receive calls directly from the customers of Southside Housing Association out with normal working hours and the Contractor will thereafter make safe or complete all emergency repairs notified by customers of Southside Housing Association out with normal working hours.

Subject to satisfactory performance of the Contractor, which will be assessed through measurement of the Key Performance Indicator's (Refer Tender Document 8) it is intended that the Contract will be further extended annually in twelve months increments up to a maximum of three years and an overall maximum contract period of five years.

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

Value excluding VAT: £370,000

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

This contract is divided into lots: No

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

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

- 39715000 - Water heaters and heating for buildings; plumbing equipment
- 39715200 - Heating equipment
- 39721310 - Air heaters
- 42131110 - Central-heating radiator valves
- 42510000 - Heat-exchange units, air-conditioning and refrigerating equipment, and filtering machinery
- 42511110 - Heat pumps
- 42533000 - Parts of heat pumps
- 42530000 - Parts of refrigerating and freezing equipment and heat pumps
- 44115200 - Plumbing and heating materials
- 44115220 - Heating materials

- 44163121 - Heating pipes
- 44620000 - Central-heating radiators and boilers and parts
- 44621110 - Central-heating radiators
- 44621112 - Parts of central-heating radiators
- 45259300 - Heating-plant repair and maintenance work
- 45331000 - Heating, ventilation and air-conditioning installation work
- 45311100 - Electrical wiring work
- 50721000 - Commissioning of heating installations
- 71314310 - Heating engineering services for buildings

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Cardonald and Pollokshields, Glasgow

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

Single Stage Tendering in accordance with Regulations 28 (Open Procedure) of the Public Contracts (Scotland) Regulations 2015

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Value excluding VAT: £370,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

May take up option of twelve month extensions up to a maximum of three further years (2027-2030) at an estimated value 74000 GBP (excluding VAT) per annum. Southside Housing Association's estimated annual budget for the contract is 74000 GBP excluding VAT.

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

Variants will be accepted: No

#### **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.2.14) Additional information**

Economic Operators may be excluded from this competition if they are in any of the situations referred to in Regulation 58 of the Public

Contracts (Scotland) Regulations 2015.

SPD Question 2D.1.2- Bidders must provide a separate SPD response (Sections A and B of this Part and Part III) for each subcontractor.

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

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

MCS Service Certified <https://mcscertified.com>;

FGas Certified; and

NICEIC or SELECT membership

or equivalent

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

List and brief description of selection criteria

Bidders will be required to have a minimum 'general' yearly turnover of 148000 GBP for the last two years or have an average yearly

turnover of a minimum of 148000 GBP for the last two years.

Where turnover information is not available for the time period requested, the bidder will be required to state the date which they were set

up or started trading.

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded

contract, the types and levels of insurances indicated below:

Employer's (Compulsory) Liability Insurance - 5,000,000 GBP

Public Liability Insurance - 5,000,000 GBP

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

List and brief description of selection criteria

Bidders must be able to provide two examples of similar Maintenance Services and Responsive Repairs services including Out of Hours

Call Handling for existing heating installations similar to the requirements of Southside Housing Association undertaken during the last

three years that demonstrate that they have the relevant experience to deliver the services/supplies as described in part II.2.4 of the Find a

Tender Service Contract Notice or the relevant section of the Site Notice.

Bidders are required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

'Tender Document 8- Key Performance Indicators" attached to this Contract Notice.

Where performance falls below the minimum acceptable level during the Contract, the Contractor will be required to produce a Remedial

Plan for the approval of Southside Housing Association.

Failure to produce a Remedial Plan or implement an approved Remedial Plan will be deemed to be a breach of the Contract, which may

lead to the termination of the Contractor

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

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

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

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

Originally published as:

Date

17 April 2025

Local time

12:00pm

Changed to:

Date

1 May 2025

Local time

12:00pm

See the [change notice](#).

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

English

### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 16 July 2025

### **IV.2.7) Conditions for opening of tenders**

Date

17 April 2025

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2027 at the earliest if the optional 12 month extensions are not applied

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Bidders are also advised that Southside Housing Association will hold a Meet the Buyer/Site Visit Event during the tender period. The Event will be free of charge and shall provide a site visit to a sample property of each existing heating installation type included in the tender documentation to illustrate Southside Housing Association's requirements contained within the tender documentation.

The Meet the Buyer/Site Visit Event will be attended A.D.A Construction Consultants and the person from Southside Housing Association that is currently responsible for the management of the heating annual maintenance and reactive repairs Contract.

The Meet the Buyer/Site Visit Event will commence at 14.00 BST on Tuesday 1st April 2025 and cover properties within Cardonald or Pollokshields, with the visit lasting between 1-2 hours.

To record your interest in the Meet the Buyer/Site Visit Event, please email the names of your organisations delegates to [alan.shanks@ada-cc.co.uk](mailto:alan.shanks@ada-cc.co.uk) not later than 12noon BST on Monday 31st March 2025. Bidders are asked to keep the maximum number of persons that will attend the Event on behalf of their organisation to two delegates.

Bidders are also advised that Southside Housing Association will not provide transport to delegates between the sites/estates during the Event and Bidders will be required to make their own transportation arrangements. Bidders are also advised that free of charge on street parking is available at each of the sites/estates.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=793675](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=793675).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Refer Tender Document 9 "Community Benefits" provided with the Contract Notice

(SC Ref:793675)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=793675](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=793675)

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

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

Glasgow Sheriff Court and Justice of the Peace Court

Glasgow

Country

United Kingdom