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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

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

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

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.

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

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

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 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.

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.

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

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court and Justice of the Peace Court

Glasgow

Country

United Kingdom