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Tender

Reactive Repairs & Maintenance including Out of Hours and Voids

Manor Estates Housing Association Limited

F02: Contract notice

Notice identifier: 2025/S 000-011749

Procurement identifier (OCID): ocids-h6vhtk-04f9ff

Published 28 March 2025, 12:18pm

The closing date and time has been changed to:

5 May 2025, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Manor Estates Housing Association Limited

5 New Mart Place

Edinburgh

EH14 1RW

Email

ahay@manorestates.org.uk

Telephone

+44 1315108540

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA15383

I.3) Communication

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

www.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

www.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Reactive Repairs & Maintenance including Out of Hours and Voids

II.1.2) Main CPV code

- 50700000 - Repair and maintenance services of building installations

II.1.3) Type of contract

Services

II.1.4) Short description

Manor Estates Housing Association is Edinburgh-based with a housing stock of 1,111 Social and Mid-Market Rent properties and 3 retirement community buildings. The Association is seeking to procure a reactive repairs service which will include voids work. It is envisaged that there will be 2 multi-trade contractors on the framework (the Association reserves the right to appoint fewer or more) who will receive approximately an equal share of the work. The Association currently spends around GBP800k per annum (inclusive of VAT) on property repairs and voids. This is a 3-year contract with 2 x 1-year optional extensions. Works of a high quality, responsiveness and good working relationships are very important to the Association.

II.1.5) Estimated total value

Value excluding VAT: £4,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

Edinburgh

II.2.4) Description of the procurement

Manor Estates Housing Association is Edinburgh-based with a housing stock of 1,111 Social and Mid-Market Rent properties and 3 retirement community buildings. The Association is seeking to procure a reactive repairs service which will include voids and out of hours work. It is envisaged that there will be 2 multi-trade contractors on the framework (the Association reserves the right to appoint fewer or more contractors) who will receive approximately an equal share of the work. The Association currently spends around GBP800k per annum (inclusive of VAT) on property repairs and voids. This is a 3-year contract with 2 x 1-year optional extensions. Works of a high quality, responsiveness and good working relationships are very important to the Association.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

II.2.6) Estimated value

Value excluding VAT: £4,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 x 1 year extensions

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Association may require the successful contractors to carry out additional, relevant, works over the course of the contract, including works to properties for which the Association is a factor.

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

Community Benefits is essential and will be a contractual obligation.

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

Contractors must hold NICEIC/SELECT at the time of bidding

III.1.2) Economic and financial standing

List and brief description of selection criteria

Health and Safety

Annual turnover in each of the last 3 years

Employer's Liability Insurance

Public Liability Insurance

Minimum level(s) of standards possibly required

SSIP Health and Safety accreditation e.g. CHAS or Constructionline

Minimum annual turnover of GBP500,000 in each of the last 3 years

Insurance cover of GBP5,000,000 minimum

III.1.3) Technical and professional ability

List and brief description of selection criteria

Relevant past experience

Minimum level(s) of standards possibly required

Must be able to evidence experience of providing reactive multi-trade repairs service within the last 5 years (2 examples)

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

There are key performance indicators regarding meeting response times, right first time, keeping appointments, daily and weekly reporting, level of variations, costs, client satisfaction, resident satisfaction and community benefits delivery. Contractors will be measured on these performance indicators. If performance is not satisfactory (client's decision) then they may be suspended from the framework until they can improve their performance.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 2

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Investment by the contractors in establishing a repairs service

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

1 May 2025

Local time

12:00pm

Changed to:

Date

5 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

Duration in months: 9 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

1 May 2025

Local time

12:00pm

Place

Edinburgh

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 5 years from contract notice

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

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=793404.

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.

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

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:

Contractors are required as part of their bid to provide details of what community benefits they will provide as part of this contract.

(SC Ref:793404)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=793404

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom