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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): ocds-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](mailto: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](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](http://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](http://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](http://www.publiccontractsscotland.gov.uk)

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

Other type

Housing Association

## **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**

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.

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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

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.

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## **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



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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: 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](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](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](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