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Tender

Waltham Forest Housing Association INVITATION TO TENDER FOR PLANNED WORKS AND RESPONSIVE REPAIRS WFHAPWRR001

Waltham Forest Housing Association

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

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Published 9 April 2025, 4:21pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Due to an availability for information outside both the Tenderer and Bidders control, the tender closing date will be extended for two weeks to allow all Bidders to submit a full tender bid and to obtain the information which is not currently available from the 3rd party within the current tender timescales. To attain the specific SoR 7.1 Information, due to the IP nature of the information, the Tenderer cannot distribute this data centrally or en masse. The Bidder must apply for a Sub-Licence at the following link M3: Contractor Sub Licence <https://www.m3h.co.uk/go/maintenance/schedule-of-rates/contractors/contractors-sublicence> - this Sub-Licence process is a simple process and once the application is completed you should receive a confidentiality sub-licence code allowing the Bidder to request from the Client a copy of the documentation.

This means that we will re-open Clarifications for 1 week from the 10th to the 17th at 1700 hours to ensure that all Bidders have opportunity to access.

And will extend the closing date for 2 weeks which will take it to Thursday the 1st of May 1200 Hours

Scope

Reference

WFHAPWRR001

Description

Waltham Forest Housing Association (WFHA) is undertaking a competitive tender process to appoint a supplier to deliver their Planned and Responsive Maintenance Services.

This process is being managed by Altair Ltd on behalf of WFHA. Please note that this will conclude as WHFA contract and has no connection to Altair Ltd.

This ITT is provided on the same basis to all organisations.

The aim of this procurement process is to appoint one provider to deliver services outlined within Schedule 6 - Specification.

The anticipated annual contract value is estimated at £450,000 for the planned element and £320,000 for the reactive element, resulting in a total estimated annual spend of £770,000. Over the full five-year term, the estimated total contract value is £3,850,000.

Please note that whilst this is an estimated contract value it is not in any way guaranteed.

Waltham Forest Housing Association (WFHA) are looking for a Service Provider to deliver

their planned works and responsive repairs service.

WFHA is a small independent and not-for-profit Registered Provider (PR), providing social homes across the London Borough of Waltham Forest for over sixty years. WFHA currently owns 329 homes; 155 general needs, 152 sheltered housing and 21 supported housing for adults with learning disabilities.

In addition, WFHA owns a property used to house young homeless people and this is currently 1 leased to another provider. The Service Provider will be required to undertake any external and structural repairs and planned works on this property as part of this contract. Please note internal repairs are not in scope for this contract.

A list of WFHA properties is outlined in Schedule 8.

Please note the full Schedule 8 is not included in the Invitation to Tender (ITT) Pack and will only be shared once Schedule 7 Property and Asset Confidentiality Agreement has been signed and returned by bidders.

WFHA is a community focussed, values-based, tenant-centric organisation. The Service Provider will be required to embody these values and support WFHA in achieving its vision and values as part of the service delivered under this contract.

WFHA's Vision

WFHA is working to deliver a future where everyone, in every community we serve, has a safe, affordable home and great life chances; in a society where they are valued and respected.

WFHA's Values

We RESPECT people and communities through our belief in equality, inclusion and the value of diversity. We believe we have more in common than things that separate us.

We EMPOWER people and communities by maximising strengths and opportunities and building resilience.

We are AMBITIOUS, constantly improving, delivering better value for money and striving to provide more homes and services.

We CARE about what we do, step up to take responsibility and are passionate about our social purpose and making a positive difference.

We are HONEST, act with integrity and are accountable to our tenants, our partners and each other.

Further information about WFHA's service standard and commitments can be found in Appendix 1 - WFHA Service Standards and Commitment.

Contract Term

The contract duration shall be an initial period of three (3) years with the option of an extension of one (1) plus one (1) year making a total of maximum five years (5) with no further options to extend.

Any renewal will be based on satisfactory performance and mutual agreement between both parties.

Contract Value

The anticipated annual contract value is estimated at £450,000 for the planned element and £320,000 for the reactive element, resulting in a total estimated annual spend of £770,000. Over the full five-year term, the estimated total contract value is £3,850,000.

2. Service Scope and Outcome

Scope of Works

The scope of work shall include, but not be limited to, the following:

General responsive repairs

Void services

Capital works

Electrical - Planned Maintenance and Responsive Repairs

Call centre (out of hours only) (Please note that WFHA staff manage call during hours)

The scope of work shall not include, but not be limited to, the following:

Specialist drainage works (responsive repairs)

Gas servicing and installations (responsive repairs and capital works)

WFHA acknowledges that this contract is a long-term arrangement and understands that service needs and requirements may evolve over time.

Contract Outcome

The overall aim of the contract is to establish a positive working relationship between the Service Provider and WFHA, focused on delivering a high-quality service to tenants and tenant-centric outcomes.

WFHA are committed to providing safe, good quality and well-maintained homes and the Service Provider must support WFHA in maintaining this commitment. WFHA seeks a Service Provider who will collaborate to deliver high-quality services to tenants and achieving the best outcomes for its tenants throughout the contract's duration.

Tenant Satisfaction

Tenants' opinions on their homes and services they receive are fundamental to WHFA strategic direction and operational delivery and the Service Provider is expected to support WFHA in achieving high levels of satisfaction in relation to the impact the Service Provider's delivery and conduct has as part of this contract.

In line with the Government's Tenant Satisfaction Measures, WFHA will be monitoring performance relevant to these areas under this contract:

TP08: Agreement that the landlord treats residents fairly and with respect

TP09: Satisfaction with the landlord's approach to handling of complaints

TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods

WFHA is required to undertake Tenant Satisfaction Measures (TSMs) surveys in accordance with the Regulator of Social Housing's Consumer Standard. The collection of TSMs data will be supported by the TSM survey and any other satisfaction surveys undertaken. WFHA will share any relevant information in regard to TP08, TP09 and TP11 with the Service Provider. The data collected will be used to identify areas of improvement and the Service Provider will be expected to work in collaboration with WFHA.

WFHA staff will collect feedback from tenants regarding the quality of service provided during all interactions and this will be shared with the Service Provider to ensure that any failures in services levels are addressed or where they are exceeded it can be passed on to the relevant recipient.

Information about WHFA's most recent TSM survey and tenant feedback can be found here: [Tenant Satisfaction Survey 2023](#).

The Service Provider should be aware of and have regard to tenants' opinions about their homes and services they receive in relation to this contract.

3. Service Delivery: Onsite Conduct

The Service Provider shall ensure that all its operatives embody WFHA values and recognise their importance of support WFHA in achieving its vision to serve the community and value and respect their tenants.

The Service Provider's team will be deemed as an extension to WFHA, and its reputation and tenant satisfaction is paramount. WFHA is a small housing association where the Service Provider is expected to be an extension of WFHA and become an integrated service to ensure that tenants feel safe and comfortable in their homes.

Several of WFHA's tenants have additional support requirements that the Service Provider will need to be attentive when onsite and communicating with tenants. WFHA requires the Service Provider to build good communication and engagement with tenants whilst onsite.

WFHA expects all members of their staffing structure to have a good understanding of written and spoken English to enable them to read any instructions or converse with any staff or tenants.

WFHA will not tolerate any rudeness, bad language or other inappropriate behaviour towards its tenants. If this is reported by a tenant or third party an investigation must be carried out by the Service Provider. If such a report results in a legitimate complaint the Service Provider shall liaise with WFHA and resolve any concerns to prevent repeated issues.

As a minimum standard DBS (Disclosure and Barring Service) checks will be required for all staff attending sites and records of these must be provided on an annual basis to WFHA.

4. Service Delivery: Service Provider Identification

Identity Cards

The Service Provider must supply to all working personnel employed with an ID badge which must contain the following details, as a minimum:

Photograph of operative

Operative's name and trade

Service Provider's name and logo

ID badges must be worn visibly and be ready for inspection by WFHA tenants and WFHA scheme staff if required. Failure to adhere to this requirement may result in tenants or WFHA scheme staff having the right to refuse or terminate services. WFHA will not pay for any refused or terminated service visits. It will be the Service Provider's responsibility to promptly rebook the site visit, ensuring that it does not affect the ongoing work being delivered.

The Service Provider must provide WFHA with a list of all operatives that will be working under the contract with their names, description and other information that can be used to identify staff if any checks need to be made with WFHA for safeguarding purposes. A list of their training and trade qualifications will be required also where relevant.

The Service Provider must inform WFHA if there are any changes in staff allocated to the contract before they commence any work.

The Service Provider holds ultimate responsibility for the safety of all onsite employees, tenants, their belongings, visitors, and the immediate environment during any works or services delivered.

The Service Provider shall ensure that all floors and surfaces throughout any visit shall be adequately protected against

Total value (estimated)

- £3,850,000 excluding VAT
- £4,620,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 July 2025 to 30 June 2028
- Possible extension to 30 June 2030
- 5 years

Description of possible extension:

Expectation is for after the initial 3 year term, that the extensions will be annual i.e. 3 year initial term + 1 year + 1 year. Extension will be at the discretion of the contracting authority and agreement with the supplier

Main procurement category

Works

CPV classifications

- 45000000 - Construction work
- 50000000 - Repair and maintenance services

Contract locations

- UK - United Kingdom

Participation

Conditions of participation

The Tender MUST be received via WFHA's agents e-tender portal 12 Noon on 1st May 2025. Tenders that are not submitted by this deadline will be excluded.

You are strongly advised not to delay uploading your Tender submission.

Failure to submit a full response to any of the Tender deliverables specified below may result in the exclusion of the Tender from further consideration by WFHA.

Requirement

Schedule

Completed responses to the selection questions

Provide responses to the Quality/Technical questions

Signed and dated Form of Tender

Signed and dated Non-Collusion Certificate

Signed and dated Disclosure of Interest Certificate

Completed Pricing Response

Following the deadline for submission, Bidders will not, in general, be permitted to amend or supplement their Tenders. However, WFHA reserves the right, at its discretion, to request a Bidder to clarify its Tender in writing, correct obvious errors, or to supply further information.

The Tender shall remain open for acceptance by WFHA for 90 days from the deadline for submission of tender responses.

General Tender Submission Guidance

Each Tender submission must be submitted in accordance with these instructions.

Responses must be submitted in English.

Bidders should answer all questions as accurately as possible using the format and page lengths where instructed as well as requests for other information.

Use of diagrams is permitted only if requested, but inclusion will count as part of the page limit. Where a question is not relevant to the Bidder this should be indicated with an explanation (where applicable).

If a response exceeds the page limits, the first pages within the limit will be evaluated only.

Bidders must provide explicit and comprehensive Tender responses as these will be the single source of information on which the evaluation will be made.

Any information submitted to WFHA in response to any question or requirement must be pertinent to that question or requirement. Any information not considered pertinent will not be considered by WFHA.

Answers to each question are self-contained and must not cross-refer to responses to other questions.

It is important that Tender responses to the questions in the ITT provide specific evidence of an ability to meet the requirement/s of the specification.

DO NOT provide general organisational literature, marketing or promotional brochures and web-links as these will not be considered to be an appropriate response, nor will they be considered in the evaluation process and may prove detrimental to your Tender.

Vague or nebulous Tender responses or merely stating "to be considered" or "to be discussed" are not acceptable. If a Bidder cannot be specific in its Tender response relating to any particular matter, then the reason/s as to why a full response cannot be provided must be stated.

Where supporting documents are required, they must be clearly labelled and referenced to the question to which they relate to avoid any doubt in the evaluation process.

Bidders must upload their quality responses as individual word pdf documents. Submission must use the following file naming convention:

CompanyName_WFHA_Questionnumber.pdf. For example, WalthamForestHousingAssociation_WFHA_Q1.pdf. Responses must be within the page limits using Arial font size 10 in A4 unless stated different.

Please do not top and tail your responses with letterheads, graphic, company logos etc and do not repeat the question at the start of your response this is not required.

Please do not use lengthy document titles when uploading your responses as this may affect the download process of the PostBox. Please do not ZIP your responses as again this may have an effect on the download process.

Please ensure you use the "Dispatch "function to finish the upload of your responses. Once all is dispatched to the system correctly you will receive a notification that this has been completed. Until you receive this email your upload is not completed

All unit rates and prices must be quoted in pounds sterling only excluding VAT.

Bidders must notify WFHA immediately of any change in the information submitted in its Selection Questionnaire or responses at any time during the procurement process.

Tender responses will be checked for completeness and compliance with the instructions before evaluation. WFHA reserves the right to refuse to consider a tender if the response is incomplete or is found to be inaccurate.

WFHA reserves the right to require some or all Bidders to clarify and/or expand the answers contained in their Tender submissions, in writing. Requests for further information will be made in writing to Bidders via the Portal. Failure to respond promptly or adequately may

result in the Bidder's disqualification from the procurement process.

It is the Bidder's responsibility to ensure that its tender is received by the stated deadline - failure to do so, will exclude your Tender submission from the process.

No unauthorised alterations or additions are to be made to the Form of Tender or any other component of the ITT.

Tenders must not be qualified or accompanied by statements which could be construed as rendering the Tender equivocal, conditional and/or placing it on a different footing from other Tenders. Only Tenders submitted without qualification strictly in accordance with the ITT (as issued or subsequently amended by WFHA) will be accepted for consideration. Qualified Tenders may be excluded from further consideration and bidders notified.

Use of the Online Portal

WFHA's agents Altair Ltd on their behalf are utilising an electronic tendering Portal, "myTenders", to manage this procurement process and to communicate with Bidders.

All responses to the tender must be submitted via the Portal. All interested Bidders should therefore register (for free) on the Portal to access documentation and communications and make their submission.

Documents in the Portal area may be updated from time to time and Bidders are advised to regularly access the Portal to see if new information or documents have been added. WHFA or it's agent will not be responsible for Bidders not reviewing any new or amended documentation submitted. It is the Bidder's responsibility to ensure that they regularly access the system.

Any requests for clarification relating to this exercise must be communicated using the secure messaging function on the Portal. Responses to requests for clarification will be communicated to all Bidders via the secure messaging function on the Portal.

When uploading your response, please be aware of the speed of your Internet connection, your system configuration and general web traffic, all of which may impact on the time taken to complete the transaction.

You are advised to access the user guides and 'help' function within the system. WFHA will not accept any responsibility in respect of user errors.

Any difficulties or problems with access to the Portal should be reported to myTenders via telephone or logging a ticket on their website.

Phone: 0800 222 9006

www.mytenders.co.uk

If issues with the Portal are likely to result in a late submission, they must be reported before the submission deadline to email: procurementaltair@altairltd.co.uk. This is not to be used for any other reason and all other communication must be via the Portal's message function.

Clarifications

All requests for clarification or further information on the ITT or WFHA's Requirements must be made in accordance these instructions and via the Portal before the deadline.

Bidders, their agents, potential subcontractors and suppliers, must not contact WFHA or any of its officers, employees or advisers or any third party connected to WFHA or its advisers in relation to this procurement, outside the process outlined within this section, or elsewhere in this document, without the prior written permission of WFHA, requested via the Portal.

If a Bidder is unsure of the meaning of a question or anything in this ITT, then it is their responsibility to ask the Association to clarify in writing via the Portal message function before the deadline as defined within this document.

Any requests for clarification received after the deadline will not be responded to.

Bidders must notify WFHA via the Portal promptly regarding any perceived ambiguity, inconsistency or omission in this ITT or any of its associated documents and/or any other information issued to them during the procurement process, and these will be responded to via the Portal.

Any queries and requests for clarification which are not made through the Portal will not be answered. Any queries and requests for clarification submitted after the deadline for submission of clarification questions will not be answered.

WFHA will endeavour to answer all clarifications as quickly as possible but cannot guarantee a minimum response time.

Published clarifications shall become part of the Tender and its evaluation, and any subsequent agreement between the Parties and should be treated as such by the Bidder.

Bidders should note that both requests for clarification and responses will be circulated to all Bidders. Any response will be communicated anonymously to all Bidders who have responded, have expressed an interest, or have shown an interest before the return date for submission of Tenders.

WFHA also reserves the right to disseminate information that is materially relevant to all Bidders, even if the information has only been requested by one Bidder, subject to the duty

to protect any Bidder's commercial confidence in its responses.

Any Bidder who directly or indirectly canvasses any member of WFHA or any of its officials or representatives concerning the Procurement Process or contract award may be disqualified.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

17 April 2025, 5:00pm

Tender submission deadline

1 May 2025, 12:00pm

Submission address and any special instructions

<https://www.mytenders.co.uk>

The Tender MUST be received via WFHA's agents e-tender portal 12 Noon on 1st May 2025. Tenders that are not submitted by this deadline will be excluded.

You are strongly advised not to delay uploading your Tender submission.

Failure to submit a full response to any of the Tender deliverables specified below may result

in the exclusion of the Tender from further consideration by WFHA.

Following the deadline for submission, Bidders will not, in general, be permitted to amend or supplement their Tenders. However, WFHA reserves the right, at its discretion, to request a Bidder to clarify its Tender in writing, correct obvious errors, or to supply further information.

The Tender shall remain open for acceptance by WFHA for 90 days from the deadline for submission of tender responses.

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type
Technical Quality	The Compliance Check will check that each Tender Response: complies, includes a completed and signed Form of Tender and Certificate of non-collusion. Provided answers to all the questions in the Response Schedules; and Is made in the format, medium and quantity required. Where a Tender is non-compliant or there is an obvious error in one or more areas, WFHA will determine whether to issue a clarification question in relation to the	Quality

Name	Description	Type
	<p>area(s) of non-compliance/error or to reject the Tender at this stage. WFHA reserves the right, at its sole discretion, not to carry out any further evaluation of that Bidder's submissions where it concludes the Tender is non-compliant. Following the preliminary compliance review, WFHA will proceed to evaluate the Quality/Technical questions in, Schedule 3 Quality Evaluation 60% In response to the questions set out in Schedule 3, Bidders are required to provide detailed proposals for their performance of the Services/Works/Goods Responses shall be sufficiently detailed and (subject to approval by WFHA) the response to the questions in Schedule 3 will be incorporated into the Contract and will form part of the Supplier's contractual commitment to WFHA. Bidder's evaluation scores will be based on the Bidder's written Tender Submission only, clarified by the following methods:</p> <p>By responses to clarification questions</p>	

Name	Description	Type
	<p>raised via the Portal</p> <p>Bidders will not be able to address any omissions in their Tender Submission during any clarification process. Evaluation methodology Mobilisation 10% Service Delivery 35% Customer Service 30% Contract Management and Working Relationships 20% Social Value 5% Total 100%</p> <p>Evaluators will individually review and score Bidder's Tender Submissions, scoring each answer to each question using the methodology below. Once completed the evaluation panel will conduct a 'consensus scoring process' where moderation of the scores awarded individually will take place. The moderation shall give regard to any variance in the scores between the evaluators. A consensus score will be agreed by the evaluators for each of the evaluation criteria below. The total quality score % for each question will be calculated by using the final moderated score \times weighting of the question = total question score. The total questions</p>	

Name	Description	Type
	<p>percentages scores will then be added to calculate the overall quality percentage score out of 100% then multiplied by the overall quality score percentage to generate the final total quality score. A minimum moderation scored requirement threshold of 3 (satisfactory) will be applied to each and every question. If a Tender fails to meet the minimum requirement threshold on a moderated scored quality question, then the Tender will be rejected and not evaluated further. Scoring Principles 5 Excellent (fully meets the requirement). The response fully meets what is expected for the criteria. Leaves no doubt as to the capability and commitment to deliver what is required. The response therefore shows: Excellent proposals demonstrated through relevant evidence; Extensive insight into the relevant issues. 4 Good (limited minor issues) The response broadly meets what is expected for the criteria. There are no</p>	

Name	Description	Type
	<p>significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows: Good understanding of the requirements; Sufficient competence demonstrated through relevant evidence; Good level of insight demonstrated into the relevant issues. 3</p> <p>Satisfactory (at least one significant issue or several smaller issues) [the minimum standard for each and every evaluated question] The response meets most of the requirement but there is at least one significant issue of concern, or several smaller issues. These would require of some further clarification or attention later in the procurement process, and may arise through lack of demonstrated capability and/or appropriate evidence. The response therefore shows: Basic understanding of the requirements; Sufficient competence demonstrated</p>	

Name	Description	Type
	<p>through relevant evidence; Some areas of concern that require attention. 2 Poor (a number of significant concerns) The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following: There is at least one significant issue needing considerable attention; Proposals do not demonstrate competence or understanding; The response is light and unconvincing. 1 Very Poor (fails to meet requirement) The response is significantly below what would be expected because of one or all of the following: The response indicates a significant lack of understanding relating to the requirements; The response fails to meet the requirement. 0 No Response Provided</p>	

Name	Description	Type
Price	<p>The Bidder's Pricing Submission will be examined in order to detect any computational errors. Where an examination reveals an error or discrepancy between these prices and the overall Tender figure, the Bidder may be granted an opportunity to clarify their submission at the discretion of WFHA.</p> <p>Abnormally Low Tenders</p> <p>Tenders will be reviewed to see if any appear to be abnormally low. Should WFHA consider a Tender abnormally low in price or value, and wish to reject the Tender on such grounds, it will first seek clarification, explanation and/or evidence from the Bidder to justify the Tender. Where applicable, the Bidder will also be asked to evidence that they are not practicing modern slavery (via a declaration). Where the Bidder is unable to prove, within a sufficient time limit such justification for the low price/value, WFHA reserve the right to reject the Tender.</p> <p>Price Evaluation Methodology</p> <p>Only those that have</p>	Price

Name	Description	Type
	<p>reached quality thresholds and have not been excluded as an abnormally low Tender will have the price element reviewed/evaluated. WHFA will be using the National Housing Federation - Version 7.1 Schedule of Rates (SoR) for Responsive Repairs and Voids as well as Planned Works. Works and Services under this contract will be priced accordingly with these rates and the proposed mark-up applied. These will be fixed for the initial term of the contract and any agreed extensions. Bidders are required to outline their percentage markup against those rates for the categories outlined below. Bidders are required to complete the excel spreadsheet at Schedule 4. All required (yellow) cells must be completed with a value. If a Bidder submits an incomplete Pricing Schedule, the Tender may be rejected. Pricing evaluation will be based on a total of all pricing elements as outlined below and in the evaluation methodology tab as</p>	

Name	Description	Type
	<p>outlined in Schedule 4.</p> <p>Please see Schedule 4 for a worked example. The lowest bid will score the maximum percentage for each category outlined below:</p> <p>Category Weighting</p> <p>% Responsive Repairs & Voids % Uplift 35</p> <p>Planned Works % Uplift 35</p> <p>Planned Works Project Management % Uplift 25</p> <p>Year One Only (Mobilisation) 5</p> <p>Total 100</p> <p>Price will be scored using the scoring methodology set out below for each category listed above. The percentage score will be calculated relationally against the lowest total price then weighted using the formula: $(\text{Lowest} / \text{Bidder's}) \times \text{percentage Weighting} = \text{Weighted relative price score}$.</p>	

Name	Description	Type
Certificates and Declarations	The forms and certificates in Schedule 3 must be signed without qualification and will be evaluated on a Pass/Fail basis, with a Pass being a signed, unqualified return and a Fail being an unsigned or qualified return. Any resultant Fail response will result in the Bidder being excluded from the Procurement Process. Non-Collusion & Non-Canvassing Certificate Agreement to Terms Section Form of Tender Disclosure of Interest Contact Details and Submission Declaration	Quality

Weighting description

Technical and Quality Evaluation = 60% Weighting

Price = 40%

There are also additional mandatory certificates and declarations which must be completed to comply

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=591879

Appendix A - ITT Checklist - Checklist for all requirements for the ITT

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=591880

Invitation To Tender - The full tender details of the requirement

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=591921

ITT - Schedule 1 - PSQ Procurement Specific Questionnaire

<https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder>

[FileDownload.aspx?id=591925](https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilderFileDownload.aspx?id=591925)

ITT Schedule 2 - Evaluation Methodology

<https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilderFileDownload.aspx?id=591926>

ITT Schedule 3 - Quality Questions - Response Schedule

<https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilderFileDownload.aspx?id=591929>

ITT Schedule 4 - Pricing Schedule

<https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilderFileDownload.aspx?id=591930>

ITT Schedule 5 - Contract Terms

<https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilderFileDownload.aspx?id=591931>

ITT Schedule 6 - Service Specification

<https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilderFileDownload.aspx?id=591932>

ITT Schedule 7 - Property Details Confidentiality

<https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilderFileDownload.aspx?id=591933>

ITT Schedule 8 - Property List

Contracting authority

Waltham Forest Housing Association

- Mutuals Public Register: 21186r

31 Church Hill

London

E17 3RU

United Kingdom

Contact name: Kevin Harding

Telephone: +447350398302

Email: procurementaltair@altairltd.co.uk

Website: <https://wfha.org.uk/>

Region: UKI53 - Redbridge and Waltham Forest

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

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Altair Consultancy and Advisory Services Ltd

Summary of their role in this procurement: Acting as Agent on behalf of the Contracting Authority

- Companies House: 07463003

Tempus Wharf

London

SE16 4SA

United Kingdom

Contact name: Kevin Harding

Telephone: +447350398302

Email: kevin.harding@altairltd.co.uk

Website: <https://www.altairltd.co.uk>

Region: UKI44 - Lewisham and Southwark

Contact organisation

Contact [Altair Consultancy and Advisory Services Ltd](#) for any enquiries.