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Tender

Southside Housing Association - Two Year Contract for Out of Hours Call Handling and Out of Hours Emergency Works

Southside Housing Association Ltd

F02: Contract notice

Notice identifier: 2023/S 000-014396

Procurement identifier (OCID): ocds-h6vhtk-03bd21

Published 19 May 2023, 3:47pm

Section I: Contracting authority

I.1) Name and addresses

Southside Housing Association Ltd

135 Fifty Pitches Rd, Cardonald

Glasgow

G514EB

Contact

Steven Good

Email

sgood@southside-ha.couk

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

Access to the procurement documents is restricted. Further information can be obtained 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

Southside Housing Association - Two Year Contract for Out of Hours Call Handling and Out of Hours Emergency Works

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

Southside Housing Association is procuring a Contract which shall deliver an Out of Hours Call Handling Service and make safe or complete Out of Hours Emergency Repair Works throughout Glasgow Southside.

Out of Hours Call Handling and Out of Hours Emergency Repairs works are currently delivered by City Building LLP to Southside Housing Association as part of a single Service Provider Contract that encompasses Responsive Repairs, Void Property Works, Out of Hours Call Handling and Out of Hours Emergency Works as part of a single Contract. The structure of the existing contract delivered by City Building LLP is changing from a single Service Provider contract to six separate Lots of Responsive Repairs contracts, four separate Lots of Void Property Works contracts and a single contract for Out of Hours Call Handling and Out of Hours Emergency Repairs works. This ITT and procurement relates to procurement of a single contract for Out of Hours Call Handling and Out of Hours Emergency Repairs works. The multi-Lot contracts for Responsive Repairs and Void Property Works are being undertaken as separate procurements to this opportunity.

The properties applicable to the Contract are described within Tender Document E Part 1 and Part 2, and it is intended that the Service Provider appointed to the Contract will deliver the requirements for all properties described within the tender documentation.

The properties are anticipated to include sandstone tenement flats, multi-storey flats, new build modern housing and flats, and post war pre-2000 construction houses and flats

Southside Housing Association may also introduce newly acquired or developed properties during the term of the Contract.

A maximum of one contractor (the Service Provider) will be appointed to deliver the requirements of the Contract will be executed using the NHF Form of Contract 2011 (Rev 7 :2020) and Version 7.2 of the M3NHF Schedule of Rates.

The duration of the Contract will be for an initial two-year period with optional 1 + 1 + 1 year annual extensions to the Contract Period up to a maximum duration of five years from the Commencement Date.

II.1.5) Estimated total value

Value excluding VAT: £750,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 50712000 - Repair and maintenance services of mechanical building installations
- 50720000 - Repair and maintenance services of central heating

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow Southside

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

Duration in months

24

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 (2025-2028) at an estimated value 150000 GBP (excluding VAT) per annum.

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 (Scotland) v1.2 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

NICEIC or SELECT Electrical Contractors Association of Scotland

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 150000 GBP for the last two years or have an average yearly turnover of a minimum of 150000 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

Contractors All Risk Insurance - 100,000 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 Out of Hours Call Handling and Out of Hours Emergency Works contracts 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 F- Responsive v7.2 Volume 1(e) KPI Framework' attached to this Contract Notice.

Where performance falls below the minimum acceptable level during the Contract, Service Providers 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 a Service Provider.

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-010083](#)

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

Date

19 June 2023

Local time

12:00pm

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: 15 September 2023

IV.2.7) Conditions for opening of tenders

Date

19 June 2023

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: 2025 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

It is the intention of Southside Housing Association to hold a 'Meet the Buyer' and 'Contractors Workshop' Event during the tender period.

The Events will be free of charge and the Meet the Buyer Event shall provide an overview of the requirements, Southside Housing Association's aspirations, a summary of the procurement process and information on how to complete the tender documents and submit a bid through the Contract Notice.

The 'Meet the Buyer Event' will be held at 14.00BST on Wednesday 7th June 2023 at the office of Southside Housing Association, Southside House, 135 Fifty Pitches Road, Cardonald, Glasgow, G51 4EB.

The 'Contractors Workshop' Event will be via by Zoom Video Conferencing at 10.00BST on Monday 12th June 2023. The 'Contractors Workshop' Event will provide an in-depth review of the tender document and information Bidders need to provide with their tender.

To record your interest in either or both Events, please email the names of your organisations delegates to alan.shanks@ada-cc.co.uk not later than 12:00 noon BST on Monday 5th June 2023.

Places at the 'Meet the Buyer' Event will be allocated on a first come first served basis and further information on the 'Meet the Buyer' and 'Contractors Workshop' Events schedules will be issued to registered delegates in advance of each Event

In the event of over-subscription to the 'Meet the Buyer' Event we may restrict attendance to a single delegate per organisation.

Bidders are advised the Southside Housing Association are currently procuring for Responsive Repairs, Void Property Works and Out of Hours Call Handling & Out of Hours Emergency Works opportunities through separate Contract Notices. Bidders are also advised that the 'Meet the Buyer' and 'Contractors Workshop' Events will incorporate all of these procurement opportunities collectively during single events.

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=732738.

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:

Within Tender Document I 'Community Benefits' provided with the Contract Notice

(SC Ref:732738)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court and Justice of the Peace Court

Glasgow

Country

United Kingdom