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Tender

## **Heating, Servicing, Maintenance and Repairs**

CHP

F02: Contract notice

Notice identifier: 2024/S 000-015723

Procurement identifier (OCID): ocds-h6vhtk-045a73

Published 17 May 2024, 2:33pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

CHP

Myriad House, 33 Springfield Lyons Approach

Chelmsford

CM2 5LB

#### **Contact**

Mr David Hutchings

#### **Email**

[David.Hutchings@chp.org.uk](mailto:David.Hutchings@chp.org.uk)

#### **Telephone**

+44 1245613145

## **Country**

United Kingdom

## **Region code**

UKH3 - Essex

## **Internet address(es)**

Main address

<https://www.chp.org.uk/>

Buyer's address

<https://www.chp.org.uk/>

## **I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=88f6da69-3614-ef11-812b-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=88f6da69-3614-ef11-812b-005056b64545>

## **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**

Heating, Servicing, Maintenance and Repairs

Reference number

DN713273

#### **II.1.2) Main CPV code**

- 50720000 - Repair and maintenance services of central heating

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The overarching requirement of a new contractor is to provide expertise in the management of CHP heating systems. This will include a range of activities including visiting to diagnose causes however arisen and provide recommendations and solutions to ensure customers are not left without full services. Also taking ownership to liaise with manufacturers and suppliers to resolve warranty defects without the need for CHP to be involved.

It is a key requirement that the contractor is acting with the eyes of CHP in all casework to prioritise the customer solution and undertake remedial action wherever possible.

The services required by the contract, include but are not restricted to:

- Domestic Gas and Non-Gas Appliance Servicing
- Commercial Plant Room Servicing
- Domestic Heating Repairs
- Commercial Heating Repairs
- Renewable System Servicing and Repairs

- Pump Servicing and Maintenance
- Servicing And Maintenance of Solar Panel installations and equipment

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKH3 - Essex

### **II.2.4) Description of the procurement**

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- Servicing And Maintenance of Solar Panel installations and equipment

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a further twelve months.

### **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

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## **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: No

### **IV.2) Administrative information**

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

Date

21 June 2024

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

21 June 2024

Local time

12:30pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

London

Country

United Kingdom