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Tender

## **Repair, Maintenance and Associated Services**

Golden Lane Housing Limited

F02: Contract notice

Notice identifier: 2024/S 000-015949

Procurement identifier (OCID): ocds-h6vhtk-04691e

Published 21 May 2024, 10:05am

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

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

Golden Lane Housing Limited

Parkway Four, Parkway Business Centre, Princess Road

Manchester

M14 7HR

#### **Contact**

Joanne Keating

#### **Email**

[joanne.keating@glh.org.uk](mailto:joanne.keating@glh.org.uk)

#### **Telephone**

+44 7721649628

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**National registration number**

8734

**Internet address(es)**

Main address

[www.glh.org.uk](http://www.glh.org.uk)

**I.3) Communication**

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

<https://www.delta-sourcing.com/respond/PW7SX75W75>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

**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**

Repair, Maintenance and Associated Services

Reference number

GLH0012

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

- 50000000 - Repair and maintenance services

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

Services

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

Golden Lane Housing manages circa 1,429 homes (owned, managed and leasehold) across England, Wales and Northern Ireland. The typical services under this contract will be to deliver planned investment works, compliance programme and servicing, responsive repairs, void works, estate services and out of hours (OOH) call handling service.

The tender for repairs, maintenance and associated services is divided into four lots.

Lot 1 - Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 1

Lot 2 - Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 2

Lot 3 - Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 3

Lot 4 - Out of Hours (OOH) Call Handling Service (All Regions)

Geographic regions for Lots 1, 2 and 3 can be viewed;

[https://www.google.com/maps/d/u/1/edit?mid=1yOJMm\\_CjL4kDxXSURSOHdMuXwZMj1Pk&usp=sharing](https://www.google.com/maps/d/u/1/edit?mid=1yOJMm_CjL4kDxXSURSOHdMuXwZMj1Pk&usp=sharing)

#### **II.1.5) Estimated total value**

Value excluding VAT: £87,000,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 1

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 50000000 - Repair and maintenance services
- 42500000 - Cooling and ventilation equipment
- 44100000 - Construction materials and associated items
- 44200000 - Structural products
- 44400000 - Miscellaneous fabricated products and related items
- 44600000 - Tanks, reservoirs and containers; central-heating radiators and boilers
- 45100000 - Site preparation work
- 45200000 - Works for complete or part construction and civil engineering work
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50500000 - Repair and maintenance services for pumps, valves, taps and metal containers and machinery
- 50700000 - Repair and maintenance services of building installations
- 51100000 - Installation services of electrical and mechanical equipment

- 51300000 - Installation services of communications equipment
- 51700000 - Installation services of fire protection equipment
- 51800000 - Installation services of metal containers
- 71300000 - Engineering services
- 77200000 - Forestry services
- 77300000 - Horticultural services
- 90400000 - Sewage services
- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90700000 - Environmental services
- 90900000 - Cleaning and sanitation services
- 92222000 - Closed circuit television services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

The typical activity under Lot 1 will be to deliver a planned and responsive property repairs, investment and management service to Golden Lane Housing property assets in Region 1, currently includes within it approx. 744 homes. This figure may increase during the life of the contract.

The primary workstreams to be delivered through this contract are:

- Planned Investment Works;
- Compliance Programme and Servicing;
- Responsive Repairs (24/7, 365 days a year basis);
- Void Works (to achieve a letting standard);

- Estate Services (including grounds maintenance, trees, window cleaning and communal cleaning).

The geographic region covered by Lot 1 is detailed within the tender documents.

Delta Access Code for Lot 1 - <https://www.delta-sourcing.com/respond/PW7SX75W75>

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £38,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Contract term of five years. Golden Lane Housing may extend the Contract following the Contract Period for two further periods of twenty four months up to a maximum of nine years in aggregate.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

#### **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**

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/PW7SX75W75>

## **II.2) Description**

### **II.2.1) Title**

Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 2

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 50000000 - Repair and maintenance services
- 42500000 - Cooling and ventilation equipment
- 44100000 - Construction materials and associated items
- 44200000 - Structural products
- 44400000 - Miscellaneous fabricated products and related items
- 44600000 - Tanks, reservoirs and containers; central-heating radiators and boilers
- 45100000 - Site preparation work
- 45200000 - Works for complete or part construction and civil engineering work
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50500000 - Repair and maintenance services for pumps, valves, taps and metal containers and machinery
- 50700000 - Repair and maintenance services of building installations
- 51100000 - Installation services of electrical and mechanical equipment

- 51300000 - Installation services of communications equipment
- 51700000 - Installation services of fire protection equipment
- 51800000 - Installation services of metal containers
- 71300000 - Engineering services
- 77200000 - Forestry services
- 77300000 - Horticultural services
- 90400000 - Sewage services
- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90700000 - Environmental services
- 90900000 - Cleaning and sanitation services
- 92222000 - Closed circuit television services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

The typical activity under Lot 2 will be to deliver a planned and responsive property repairs, investment and management service to Golden Lane Housing property assets in Region 2, currently includes within it approx. 383 homes. This figure may increase during the life of the contract.

The primary workstreams to be delivered through this contract are:

- Planned Investment Works;
- Compliance Programme and Servicing;
- Responsive Repairs (24/7, 365 days a year basis);
- Void Works (to achieve a letting standard);



•Estate Services (including grounds maintenance, trees, window cleaning and communal cleaning).

The geographic region covered by Lot 2 is detailed within the tender documents.

Delta Access Code for Lot 2 - <https://www.delta-sourcing.com/respond/QUQ6U6F35U>

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £24,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Contract term of five years. Golden Lane Housing may extend the Contract following the Contract Period for two further periods of twenty four months up to a maximum of nine years in aggregate.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

#### **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) Description**

### **II.2.1) Title**

Repairs, Maintenance and Associated Services excluding Out of Hours (OOH) Call Handling Service - Region 3

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 50000000 - Repair and maintenance services
- 42500000 - Cooling and ventilation equipment
- 44100000 - Construction materials and associated items
- 44200000 - Structural products
- 44400000 - Miscellaneous fabricated products and related items
- 44600000 - Tanks, reservoirs and containers; central-heating radiators and boilers
- 45100000 - Site preparation work
- 45200000 - Works for complete or part construction and civil engineering work
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50500000 - Repair and maintenance services for pumps, valves, taps and metal containers and machinery
- 50700000 - Repair and maintenance services of building installations
- 51100000 - Installation services of electrical and mechanical equipment
- 51300000 - Installation services of communications equipment
- 51700000 - Installation services of fire protection equipment
- 51800000 - Installation services of metal containers

- 71300000 - Engineering services
- 77200000 - Forestry services
- 77300000 - Horticultural services
- 90400000 - Sewage services
- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90700000 - Environmental services
- 90900000 - Cleaning and sanitation services
- 92222000 - Closed circuit television services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

The typical activity under Lot 3 will be to deliver a planned and responsive property repairs, investment and management service to Golden Lane Housing property assets in Region 3, currently includes within it approx. 302 homes. This figure may increase during the life of the contract.

The primary workstreams to be delivered through this contract are:

- Planned Investment Works;
- Compliance Programme and Servicing;
- Responsive Repairs (24/7, 365 days a year basis);
- Void Works (to achieve a letting standard);
- Estate Services (including grounds maintenance, trees, window cleaning and communal cleaning).

The geographic region covered by Lot 3 is detailed within the tender documents.

Delta Access Code for Lot 3 - <https://www.delta-sourcing.com/respond/9334NSKSXF>

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £24,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Contract term of five years. Golden Lane Housing may extend the Contract following the Contract Period for two further periods of twenty four months up to a maximum of nine years in aggregate.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

#### **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) Description**

### **II.2.1) Title**

Out of Hours (OOH) Call Handling Service (All Regions)

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 50000000 - Repair and maintenance services
- 79500000 - Office-support services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

The typical activity under Lot 4 will be to deliver an Out of Hours (OOH) Call Handling Service for Golden Lane Housing tenants, tenant support workers and/or their families to report emergency and appointable repairs outside of normal working hours (including evenings, weekends and bank holidays) as detailed in the tender documents. This service will include the keeping and maintenance of out of hours records, and the communication of out of hours jobs that require attendance by the third-party Responsive Repairs Contractor.

Delta Access Code for Lot 4 - <https://www.delta-sourcing.com/respond/4KV244R5X8>

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

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

### **II.2.6) Estimated value**

Value excluding VAT: £1,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Contract term of five years. Golden Lane Housing may extend the Contract following the Contract Period for two further periods of twenty four months up to a maximum of nine years in aggregate.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

#### **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 III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted 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

28 June 2024

Local time

2:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

29 July 2024

#### **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: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **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**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Repair-and-maintenance-services./PW7SX75W75>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/PW7SX75W75>

GO Reference: GO-2024520-PRO-26122302

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

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

High Court of England and Wales

The Strand

London

WC2A 2LL

Country

United Kingdom