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Tender

## **HARD FACILITIES MANAGEMENT**

THE EXTRACARE CHARITABLE TRUST

F02: Contract notice

Notice identifier: 2021/S 000-016331

Procurement identifier (OCID): ocds-h6vhtk-02c73d

Published 13 July 2021, 11:58am

The closing date and time has been changed to:

**18 August 2021 - no time specified**

See the [change notice](#).

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

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

THE EXTRACARE CHARITABLE TRUST

7 Harry Weston Road, Binley Business Park, Binley

Coventry

CV3 2SN

#### **Contact**

Jeremy Lake

#### **Email**

[etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk)

**Telephone**

+44 1737249475

**Fax**

+44 1737242012

**Country**

United Kingdom

**NUTS code**

UKG - West Midlands (England)

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

[www.etenders.rand-associates.co.uk](http://www.etenders.rand-associates.co.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.etenders.rand-associates.co.uk](http://www.etenders.rand-associates.co.uk)

**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**

HARD FACILITIES MANAGEMENT

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

- 79993000 - Building and facilities management services

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

Services

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

The Contracting Authority requires hard facility management services (Periodic Servicing and Inspection, Routine and Responsive Maintenance, Out of Hours Emergency Callouts, Void Property/change of occupier Works, Gas Servicing and Maintenance and Planned Maintenance) to the 3,514 dwellings located in its 13 retirement villages and 3 housing schemes and head office predominately in the West and East Midlands with a growing portfolio. The Contracting Authority's mission is to create strong sustainable communities and they are committed to making a positive difference. The quality of these services provided is therefore of paramount importance. The Contracting Authority is therefore seeking to appoint Contractors who can deliver these services to the highest possible standards and can demonstrate a proven track record for these services. Economic Operators will be required to complete a selection questionnaire. This will be used to select those Economic Operators who will be invited to submit a tender. The contracts will be for 60 months commencing on or about the 1st April 2022 with an option for up to a further 5 years.

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

Value excluding VAT: £21,047,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The Three Lots are West, East and South

Contracts may be awarded combining West and South, or East and South, or three individual Contracts may be awarded.

## **II.2) Description**

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

WEST

Lot No

1

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

- 45420000 - Joinery and carpentry installation work
- 45430000 - Floor and wall covering work
- 45440000 - Painting and glazing work
- 50510000 - Repair and maintenance services of pumps, valves, taps and metal containers
- 50531100 - Repair and maintenance services of boilers
- 50531200 - Gas appliance maintenance services
- 50532000 - Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 50720000 - Repair and maintenance services of central heating
- 50730000 - Repair and maintenance services of cooler groups
- 50750000 - Lift-maintenance services

- 50800000 - Miscellaneous repair and maintenance services

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

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

Birmingham, Warwickshire and Nottinghamshire

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

The Contracting Authority is seeking to appoint a Contractor to provide Periodic Servicing and Inspections, Routine and Responsive Maintenance, Out of Hours Emergency Callouts, Void Property/change of occupier Works, Gas Servicing and Maintenance and Planned Maintenance to the 2,124 dwellings located in 8 retirement villages and 1 housing scheme estates

and schemes located in Birmingham, Warwickshire and Nottinghamshire together with any comparable services required to its head office based near Coventry. Details of the

retirement villages and housing schemes including available plans are provided in the procurement documentation. The Contracting Authority reserves the right to add additional villages and housing schemes and estates requiring similar services throughout the duration of the Contract subject to the terms of Regulation 72 of the Public Contract Regulations 2015 (as amended). Retirement villages and housing schemes may be added or deleted both prior to award of contract and during the contract period in accordance with the Trust's development and acquisitions/disposal programme.

The Contractor must be able to show a commitment to providing effective services that provide value for money. The proposed initial contract period will be 60 months commencing on or about the 1st April 2022, all subject to provisions for earlier termination including break provisions and annual renewals based on meeting and maintaining Key Performance Indicators and with the Contracting Authority having the option to extend for up to a further 60 months.

The Contractor will be required to provide a customer focused service and show commitment to providing effective services that provide value of money to the Contracting Authority and their residents and must be responsive to achieving collaborative working practices, innovation and continuous improvement.

The Contract will be based on the JCT MTC Form of Contract 2016 with amendments and incorporating

aspects of the M3 FM Schedule of Rates: Parts 1, 2, 3 , 4 and 7 Version 7.2.  
documentation.

TUPE will apply to this Contract.

The Contracting Authority cannot guarantee the extent or value of any works that may be awarded to the Contractor.

### **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: £12,945,000

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

Duration in months

120

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

## **II.2) Description**

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

East

Lot No

2

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

- 45420000 - Joinery and carpentry installation work
- 45430000 - Floor and wall covering work
- 45440000 - Painting and glazing work
- 50510000 - Repair and maintenance services of pumps, valves, taps and metal containers
- 50531100 - Repair and maintenance services of boilers
- 50531200 - Gas appliance maintenance services
- 50532000 - Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 50720000 - Repair and maintenance services of central heating
- 50730000 - Repair and maintenance services of cooler groups
- 50750000 - Lift-maintenance services

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

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Main site or place of performance

High Wycombe, Milton Keynes, Wellingborough, Kettering and Bedford

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

The Contracting Authority is seeking to appoint a Contractor to provide Periodic Servicing and Inspections, Routine and Responsive Maintenance, Out of Hours Emergency Callouts, Void Property/change of occupier Works, Gas Servicing and Maintenance and Planned Maintenance to the 1,129 dwellings located in 4 retirement villages and 2 housing schemes estates

and schemes located in High Wycombe, Milton Keynes, Kettering, Wellingborough and Bedford. Details of the retirement villages and housing schemes including available plans are provided in the procurement documentation. The Contracting Authority reserves the right to add additional villages and housing schemes and estates requiring similar services throughout the duration of the Contract subject to the terms of Regulation 72 of

the Public Contract Regulations 2015 (as amended). Retirement villages and housing schemes may be added or deleted both prior to award of contract and during the contract period in accordance with the Trust's development and acquisitions/disposal programme.

The Contractor must be able to show a commitment to providing effective services that provide value for money. The proposed initial contract period will be 60 months commencing on or about the 1st April 2022, all subject to provisions for earlier termination including break provisions and annual renewals based on meeting and maintaining Key Performance Indicators and with the Contracting Authority having the option to extend for up to a further 60 months.

The Contractor will be required to provide a customer focused service and show commitment to providing effective services that provide value of money to the Contracting Authority and their residents and must be responsive to achieving collaborative working practices, innovation and continuous improvement.

The Contract will be based on the JCT MTC Form of Contract 2016 with amendments and incorporating

aspects of the M3 FM Schedule of Rates: Parts 1, 2, 3 , 4 and 7 Version 7.2. documentation.

TUPE will apply to this Contract.

The Contracting Authority cannot guarantee the extent or value of any works that may be awarded to the Contractor.

#### **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: £7,389,000

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

Duration in months

120

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

## **II.2) Description**

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

SOUTH

Lot No

3

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

- 45420000 - Joinery and carpentry installation work
- 45430000 - Floor and wall covering work
- 45440000 - Painting and glazing work
- 50510000 - Repair and maintenance services of pumps, valves, taps and metal containers
- 50531100 - Repair and maintenance services of boilers
- 50531200 - Gas appliance maintenance services
- 50532000 - Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 50720000 - Repair and maintenance services of central heating
- 50730000 - Repair and maintenance services of cooler groups
- 50750000 - Lift-maintenance services

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

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

Main site or place of performance

Stoke Gifford

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

The Contracting Authority is seeking to appoint a Contractor to provide Periodic Servicing and Inspections, Routine and Responsive Maintenance, Out of Hours Emergency Callouts, Void Property/change of occupier Works, Gas Servicing and Maintenance and Planned Maintenance to the 261 dwellings located in its retirement village at Stoke Gifford, near Bristol. Details of its retirement village including available plans are provided in the procurement documentation. The Contracting Authority reserves the right to add additional villages and housing schemes and estates requiring similar services throughout the duration of the Contract subject to the terms of Regulation 72 of the Public Contract Regulations 2015 (as amended). Retirement villages and housing schemes may be added or deleted both prior to award of contract and during the contract period in accordance with the Trust's development and acquisitions/disposal programme.

The Contractor must be able to show a commitment to providing effective services that provide value for money. The proposed initial contract period will be 60 months commencing on or about the 1st April 2022, all subject to provisions for earlier termination including break provisions and annual renewals based on meeting and maintaining Key Performance Indicators and with the Contracting Authority having the option to extend for up to a further 60 months.

The Contractor will be required to provide a customer focused service and show commitment to providing effective services that provide value of money to the Contracting Authority and their residents and must be responsive to achieving collaborative working practices, innovation and continuous improvement.

The Contract will be based on the JCT MTC Form of Contract 2016 with amendments and incorporating

aspects of the M3 FM Schedule of Rates: Parts 1, 2, 3, 4 and 7 Version 7.2. documentation.

TUPE will apply to this Contract.

The Contracting Authority cannot guarantee the extent or value of any works that may be awarded to the Contractor.

#### **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: £713,000

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

Duration in months

120

This contract is subject to renewal

No

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: 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

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Bidders are advised that the Contracting Authority has adopted the principles of Social Value and Sustainability and require the Economic Operators to abide by these principles in

the provision of employment and training opportunities to new entrant trainees and others,

Key performance indicators will be incorporated into the Contracts.

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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**

Originally published as:

Date

11 August 2021

Local time

3:00pm

Changed to:

Date

18 August 2021

See the [change notice](#).

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

25 August 2021

**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**

All documentation can be downloaded from <https://etenders.rand-associates.co.uk>.

eTenders@Rand is Rand Associates Consultancy Services Ltd's eProcurement portal (the 'Portal') for downloading/submission of the selection questionnaires and the draft procurement documentation and communicating requests for and responses to clarifications.

All requests for procurement documentation, communications and submission of tenders must be made via the Portal, which can be accessed at <https://etenders.randassociates.co.uk>.

After creating an account on eTenders@Rand, users will receive an email with a link to activate their account.

Once activated and logged in, users will need the following code to register for the procurement documentation: EXTRAHFM1

Economic operators may seek clarification where they consider any part of the selection questionnaire or any other aspect of this procurement is unclear.

All queries and any clarifications must be communicated using the secure email messaging function within the Portal, but to be received no later than 17:00 on 04.08.2021

This will provide an audit trail of all clarification requests and responses issued.

It will not be possible to respond to any queries received after that stipulated date and time. It is the Economic Operators responsibility to regularly monitor communications raised and

issued through the Portal.

Response to requests for clarification will be communicated by Rand Associates Consultancy Services Ltd to all Economic Operators through the portal secure email messaging system.

When uploading Tender Documentation, Economic Operators must be aware of any speed limitations of their internet connection, system configuration and general web traffic etc., as

these may impact on the time taken to complete the transaction. Uploading of submissions must be completed by the deadline closing date and time.

DO NOT wait until too near the closing time on the return date. The closing deadline for uploading completed selection questionnaires is the 11.08.2021 at 15.00

Please note that the Portal will not permit selection questionnaire submissions to be uploaded after the closing deadline.

Selection Questionnaires and supporting documentation must be visible to the Contracting Authority and their advisers Rand Associates Consultancy Services Ltd only after the closing

deadline. Should Economic Operators have any queries , or experience difficulties with the registration or download/upload system , they should contact the eTenders@Randhelpdesk

by calling +44 (0) 173225077 (ask for Chris Atkin or Jonathan

Case) or email [eTenders@rand-associates.co.uk](mailto:eTenders@rand-associates.co.uk).

The Contracting Authority reserves the right not to award any contracts pursuant to this procurement exercise and/or to abandon this procurement exercise at any time and/or to

award a contract for only part of the Works at its sole discretion.

The Contracting Authority shall have no liability whatsoever to any applicant or tenderer as a result of its exercise of that discretion.

For the avoidance of doubt, all costs incurred by any applicant and/or tenderer before signature of any contract shall be incurred entirely at that applicant's /tenderer's risk.

The subject matter of the Contract has been scoped to take into account the priorities of the Contracting Authority relating to economic, social and environmental well being.

These are described in the draft Procurement Documentation.

The Contracting Authority reserves the right to procure similar or identical works outside of the Contract.

A Contract will not be binding until it has been signed and dated by authorised representatives of both parties.

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

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

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Contracting Authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the Contracts is communicated to all Economic Operators.

The standstill period provides time for unsuccessful Economic Operators to challenge the award decision before the Contract is entered into. The Public Contract Regulations 2015

(as amended) provide for aggrieved parties who have been harmed or who are at risk of harm by a breach of the Regulations to take action in the High Court of England and Wales.

### **VI.4.4) Service from which information about the review procedure may be obtained**

Cabinet Office

70 Whitehall

London

SW1A 4AS

Country

United Kingdom