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Planning

Automatic Door - Servicing, Remedial Works, and Responsive Repairs

Gentoo Group

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016430

Procurement identifier (OCID): ocds-h6vhtk-050618 ([view related notices](#))

Published 23 April 2025, 10:43am

Scope

Reference

700

Description

Automatic Door - Servicing, Remedial Works, and Responsive Repairs

Gentoo Group wishes to appoint 2 contractors on a Ranked Framework to undertake these works. Gentoo Group intends to appoint the successful contractor as number one ranked bidder on the framework, with the second placed bidder ranked second on the Framework and held in reserve.

Gentoo Group requires the Contractor to provide a 24-hour emergency breakdown cover scheme which must include:

- Unlimited emergency call outs

- Agreed guaranteed response time
- 365 days a year
- 24-hour cover

The contract is expected to commence in September 2025 for a period of 36-months with a further 2 x 12-month options to extend.

The total estimated value of the Contract is £400,000 over the period of the Contract (estimated value plus contingency). The value of the Contract is subject to change based on our requirements.

Contract Structure

The Contract has one call off mechanism: Direct Award

It is envisaged all requirements of works under this agreement will be awarded via the Contract.

Emergency Requirements may also be awarded via Direct Award.

Commercial tool

Establishes a framework

Total value (estimated)

- £400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 1 September 2027
- Possible extension to 1 September 2029

- 4 years, 1 day

Main procurement category

Services

CPV classifications

- 50800000 - Miscellaneous repair and maintenance services
- 50700000 - Repair and maintenance services of building installations

Contract locations

- UKC2 - Northumberland and Tyne and Wear

Engagement

Engagement deadline

3 May 2025

Engagement process description

Gentoo Group are looking to procure an Agreement for a automatic door contract to undertake servicing and repairs.

Gentoo Group use the Genbuy portal - provided by Panacea Software as our procurement portal.

To tender for any future opportunity your organisation will need to be registered on this

portal.

Listed below is the link to our portal:

<https://app.panaceasoftware.com/gentoo/default.aspx>

You will need to create a new account and follow the instructions.

We are looking to publish the opportunity soon; therefore, I would advise you attend to this matter urgently.

If you require further information, please do not hesitate to contact me.

Kind regards

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Gentoo Group

- Companies House: RS007302

Emperor House, 2 Emperor Way

Sunderland

SR3 3XR

United Kingdom

Contact name: Neil Dixon

Email: 067389@logon.tothedomain.com

Region: UKC23 - Sunderland

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