

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/016545-2021>

Not applicable

South Cambridgeshire District Council - Repairs, Maintenance and Asset Services

South Cambridgeshire District Council

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-016545

Procurement identifier (OCID): ocds-h6vhtk-029e0c

Published 14 July 2021, 7:01pm

Section I: Contracting authority/entity

I.1) Name and addresses

South Cambridgeshire District Council

South Cambridgeshire Hall, Cambourne Business Park

Cambourne

CB23 6EA

Contact

Mr Sean Missin

Email

sean.missin@scambs.gov.uk

Telephone

+44 1954713378

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.scambs.gov.uk>

Buyer's address

<https://www.scambs.gov.uk>

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

South Cambridgeshire District Council - Repairs, Maintenance and Asset Services

Reference number

DN533707

II.1.2) Main CPV code

- 45200000 - Works for complete or part construction and civil engineering work

II.1.3) Type of contract

Works

II.1.4) Short description

Outline of Contract Works and Services

SCDC is seeking to procure a new CONTRACT FOR RESPONSIVE & VOID REPAIRS, HEATING SERVICING & MAINTENANCE, CYCLICAL AND PLANNED WORKS.

This contract will include the following CORE and ADDITIONAL OPTIONAL workstreams:

CORE – including all of the following work areas:

- Call handling and repairs reporting, to include weekday ‘core times’ and an emergency out of hours service.
- Responsive repairs (emergency, urgent, routine and out of hours) to residential properties and internal and external communal areas of blocks, as well as repairs to garages, including keeping and maintenance of repair records and the making, keeping and communication of repair appointments.
- Repairs, major repairs and upgrades to void properties.
- The servicing and maintenance of gas installations and central heating systems, as well as the servicing and maintenance of other non-gas heating types.
- Planned responsive repairs.

ADDITIONAL OPTIONAL – including some, or all, of the following work areas:

- Cyclical redecorations in accordance with an agreed annual programme.
- Non-core additional works relating to the above work types, such as aids and adaptations.
- Cyclical inspections and works.
- Planned works, including renewing/upgrading of internal and external building components, elements and systems.
- Stock condition surveys (format to be agreed)

The delivery of the CORE and ADDITIONAL OPTIONAL workstreams will need to be

supported by well-designed and high performing:

- ICT services and solutions for holding, management and analysis of data, information and reporting as well as the management of all 'end to end' processes related to the CORE and ADDITIONAL workstreams.
- Service standards, performance management, monitoring and reporting (including a range of stretching KPIs and approaches to continuous improvement).

The contract will be for an initial term of five years commencing 1 July 2022, with an option for it to be extended for two additional periods of 5 years (meaning up to 15 years in total) subject to satisfactory performance and value for money. There will be a no-fault break clause that can be enacted by either party giving 12 months' prior written notice. SCDC will appoint the Provider based upon the Most Economically Advantageous Tender (MEAT) to deliver the contract.

The successful Provider will be expected to deliver Works and Services to a high standard, with a demonstrable focus on customer service and other strategic and operational priorities, at rates that offer best value for money.

For more information and to obtain the tender documentation, please see our electronic

tendering portal:

<https://procontract.due-north.com/Advert?advertId=81780cbd-9ce4-eb11-810d-005056b64545&fromRfxSummary=True&rfxId=505a349f-c8e3-eb11-810d-005056b64545>

Please note the contract value stated is the estimated of Core and Additional Optional works over the entire potential 15 year term (and is not guaranteed).

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2021/S 000-016332](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

1.3

Place of text to be modified

the Link

Instead of

Text

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

<https://procontract.due-north.com/Advert/Index?advertId=30c27d3abc88->

eb11-810c-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=30c27d3abc88->

eb11-810c-005056b64545

Read

Text

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

charge, at

<https://procontract.due-north.com/Advert?advertId=81780cbd-9ce4-eb11-810d-005056b64545&fromRfxSummary=True&rfxId=505a349f-c8e3-eb11-810d-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?advertId=81780cbd-9ce4-eb11-810d-005056b64545&fromRfxSummary=True&rfxId=505a349f-c8e3-eb11-810d-005056b64545>

Section number

ii.1.4

Place of text to be modified

Short description

Instead of

Text

Outline of Contract Works and Services

SCDC is seeking to procure a new CONTRACT FOR RESPONSIVE & VOID REPAIRS, HEATING SERVICING & MAINTENANCE, CYCLICAL AND PLANNED WORKS.

This contract will include the following CORE and ADDITIONAL OPTIONAL workstreams:

CORE – including all of the following work areas:

- Call handling and repairs reporting, to include weekday ‘core times’ and an emergency out of hours service.
- Responsive repairs (emergency, urgent, routine and out of hours) to residential properties and internal and external communal areas of blocks, as well as repairs to garages, including keeping and maintenance of repair records and the making, keeping and communication of

repair appointments.

- Repairs, major repairs and upgrades to void properties.
- The servicing and maintenance of gas installations and central heating systems, as well as the servicing and maintenance of other non-gas heating types.
- Planned responsive repairs.

ADDITIONAL OPTIONAL – including some, or all, of the following work areas:

- Cyclical redecorations in accordance with an agreed annual programme.
- Non-core additional works relating to the above work types, such as aids and adaptations.
- Cyclical inspections and works.
- Planned works, including renewing/upgrading of internal and external building components, elements and systems.
- Stock condition surveys (format to be agreed)

The delivery of the CORE and ADDITIONAL OPTIONAL workstreams will need to be supported by well-designed and high performing:

- ICT services and solutions for holding, management and analysis of data, information and reporting as well as the management of all ‘end to end’ processes related to the CORE and ADDITIONAL workstreams.
- Service standards, performance management, monitoring and reporting (including a range of stretching KPIs and approaches to continuous improvement).

The contract will be for an initial term of five years commencing 1 July 2022, with an option for it to be extended for two additional periods of 5 years (meaning up to 15 years in total) subject to satisfactory performance and value for money. There will be a no-fault break

clause that can be enacted by either party giving 12 months' prior written notice. SCDC will appoint the Provider based upon the Most Economically Advantageous Tender (MEAT) to deliver the contract.

The successful Provider will be expected to deliver Works and Services to a high standard, with a demonstrable focus on customer service and other strategic and operational priorities, at rates that offer best value for money.

For more information and to obtain the tender documentation, please see our electronic tendering portal:

[https://procontract.due-north.com/Advert/Index?advertId=30c27d3abc88-](https://procontract.due-north.com/Advert/Index?advertId=30c27d3abc88-eb11-810c-005056b64545)

[eb11-810c-005056b64545](https://procontract.due-north.com/Advert/Index?advertId=30c27d3abc88-eb11-810c-005056b64545)

Please note the contract value stated is the estimated of Core and Additional Optional works over the entire potential 15 year term (and is not guaranteed).

Read

Text

Outline of Contract Works and Services

SCDC is seeking to procure a new CONTRACT FOR RESPONSIVE & VOID REPAIRS, HEATING SERVICING & MAINTENANCE, CYCLICAL AND PLANNED WORKS.

This contract will include the following CORE and ADDITIONAL OPTIONAL workstreams:

CORE – including all of the following work areas:

- Call handling and repairs reporting, to include weekday 'core times' and an emergency out of hours service.
- Responsive repairs (emergency, urgent, routine and out of hours) to residential properties and internal and external communal areas of blocks, as well as repairs to garages, including

keeping and maintenance of repair records and the making, keeping and communication of repair appointments.

- Repairs, major repairs and upgrades to void properties.
- The servicing and maintenance of gas installations and central heating systems, as well as the servicing and maintenance of other non-gas heating types.
- Planned responsive repairs.

ADDITIONAL OPTIONAL – including some, or all, of the following work areas:

- Cyclical redecorations in accordance with an agreed annual programme.
- Non-core additional works relating to the above work types, such as aids and adaptations.
- Cyclical inspections and works.
- Planned works, including renewing/upgrading of internal and external building components, elements and systems.
- Stock condition surveys (format to be agreed)

The delivery of the CORE and ADDITIONAL OPTIONAL workstreams will need to be supported by well-designed and high performing:

- ICT services and solutions for holding, management and analysis of data, information and reporting as well as the management of all ‘end to end’ processes related to the CORE and ADDITIONAL workstreams.
- Service standards, performance management, monitoring and reporting (including a range of stretching KPIs and approaches to continuous improvement).

The contract will be for an initial term of five years commencing 1 July 2022, with an option for it to be extended for two additional periods of 5 years (meaning up to 15 years in total)

subject to satisfactory performance and value for money. There will be a no-fault break clause that can be enacted by either party giving 12 months' prior written notice. SCDC will appoint the Provider based upon the Most Economically Advantageous Tender (MEAT) to deliver the contract.

The successful Provider will be expected to deliver Works and Services to a high standard, with a demonstrable focus on customer service and other strategic and operational priorities, at rates that offer best value for money.

For more information and to obtain the tender documentation, please see our electronic tendering portal:

<https://procontract.due-north.com/Advert?advertId=81780cbd-9ce4-eb11-810d-005056b64545&fromRfxSummary=True&rfxId=505a349f-c8e3-eb11-810d-005056b64545>

Please note the contract value stated is the estimated of Core and Additional Optional works over the entire potential 15 year term (and is not guaranteed).