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Contract

## **Property services consultancy project - Stock Conditioning**

METROPOLITAN THAMES VALLEY HOUSING

F03: Contract award notice

Notice identifier: 2024/S 000-016995

Procurement identifier (OCID): ocds-h6vhtk-03a70c

Published 31 May 2024, 12:05pm

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

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

METROPOLITAN THAMES VALLEY HOUSING

The Grange, 100 High Street, Southgate

London

N14 6PW

#### **Contact**

Jumaa Sudi

#### **Email**

[Jumaa.sudi@mtvh.co.uk](mailto:Jumaa.sudi@mtvh.co.uk)

#### **Telephone**

+44 2035354295

**Country**

United Kingdom

**Region code**

UKJ - South East (England)

**Internet address(es)**

Main address

<https://www.mtvh.co.uk/>

Buyer's address

[WWW.MTVH.CO.UK](http://WWW.MTVH.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**

Property services consultancy project - Stock Conditioning

Reference number

2022-2023-039

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

- 71315200 - Building consultancy services

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

Services

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

MTVH desires to have a proactive relationship with the supplier, ensuring a timely, effective, and accurate service. Monitoring the performance of the supplier and assessing the health of the working relationship are key requirements, with a twofold purpose: •To ensure that the supplier is meeting the performance criteria, e.g., the service levels and quality, defined in the contract •To develop a collaborative approach when identifying service improvement opportunities that benefit our residents Account management is therefore valued very highly. Some requirements for MTVH of this include: •A dedicated account manager operating as a single point of contact for MTVH, who will allocate work out proactively across the various teams within their organisation •Team charts provided to MTVH, so we are aware of the different teams and their members across, e.g., Stock Condition, roof drone surveys etc. •A dedicated telephone line for Stock Condition surveys •Ensure the use of mobile devices i

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

This contract is divided into lots: No

### **II.2) Description**

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

- 70333000 - Housing services
- 71315200 - Building consultancy services
- 71315300 - Building surveying services

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

NUTS codes

- UKG - West Midlands (England)
- UKF - East Midlands (England)
- UKH - East of England
- UKK - South West (England)
- UKJ - South East (England)
- UKC - North East (England)
- UKD - North West (England)

Main site or place of performance

WEST MIDLANDS (ENGLAND), EAST MIDLANDS (ENGLAND), EAST OF ENGLAND, SOUTH WEST (ENGLAND), SOUTH EAST (ENGLAND), NORTH EAST (ENGLAND), NORTH WEST (ENGLAND)

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

MTVH desires to have a proactive relationship with the supplier, ensuring a timely, effective, and accurate service. Monitoring the performance of the supplier and assessing the health of the working relationship are key requirements, with a twofold purpose: •To ensure that the supplier is meeting the performance criteria, e.g., the service levels and quality, defined in the contract •To develop a collaborative approach when identifying service improvement opportunities that benefit our residents Account management is therefore valued very highly. Some requirements for MTVH of this include: •A dedicated account manager operating as a single point of contact for MTVH, who will allocate work out proactively across the various teams within their organisation •Team charts provided to MTVH, so we are aware of the different teams and their members across, e.g., Stock Condition, roof drone surveys etc. •A dedicated telephone line for Stock Condition surveys •Ensure the use of mobile devices are used for any survey •A live central file/shared file/spreadsheet or PowerBi

dashboard equivalent, so information can be accessed quickly, and residents' queries can be answered promptly •Effectively work with MTVH's existing asset management software Promaster and Keystone and new Northgate (NEC) •Clear and logical process agreed upon regarding 'no access' to properties •Fortnightly/monthly operational meetings with key personnel consistently attending and updating clients live project spreadsheet on a regular basis •Quarterly Supplier Relationship Management (SRM) meetings with wider organisational stakeholders The primary scope of services includes: 1.Completing an annual stock condition survey programme of 57,094 units - 1/5th every year (dwellings, flats, maisonettes and other), comprising of 3,791 blocks. 2.Providing and maintaining an up-to-date report detailing the methodology and quality control measures followed during the collation and validation of stock condition dates. 3.Providing on request a summary report detailing the findings of the stock condition survey commissions to demonstrate outcomes and validation. 4.Completing stock condition surveys of vacant blocks and dwellings on newly developed properties before occupation. 5.Maintaining IT hardware and software to the required specification to maintain the capability of completing stock condition survey programmes and the transfer of data to MTVH systems. 6.To install an IT interface with MTVH New Asset Management Database (Currently using Promaster/Keystone which will be integrated into Northgate NEC) to allow for real-time data transfer of information. This option will be explored with the winning bidder to improve data transfer, reduce administration, and achieve efficiencies. 7.Carrying out the roof drone surveys and producing reports and recommendations including images.

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

Quality criterion - Name: 60% / Weighting: 60%

Price - Weighting: 40%

### **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**

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.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-005101](#)

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## **Section V. Award of contract**

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## Section VI. Complementary information

### 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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=856243661>

GO Reference: GO-2024531-PRO-26395279

### VI.4) Procedures for review

#### VI.4.1) Review body

Metropolitan Housing trust

The Grange, 100 High Street, Southgate

London

N14 6PW

Email

[jumaa.sudi@mtvh.co.uk](mailto:jumaa.sudi@mtvh.co.uk)

Country

United Kingdom