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Tender

PAN3048 - Emergency Repairs Call Handling Service

Leicester City Council

F02: Contract notice

Notice identifier: 2024/S 000-017865

Procurement identifier (OCID): ocds-h6vhtk-046ea5

Published 10 June 2024, 2:15pm

The closing date and time has been changed to:

11 July 2024, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Leicester City Council

City Hall (4th Floor), 115 Charles Street

Leicester

LE1 1FZ

Contact

Mrs Siobhan Paterson

Email

siobhan.patterson@leicester.gov.uk

Telephone

+44 1164542158

Country

United Kingdom

Region code

UKF21 - Leicester

Internet address(es)

Main address

<http://www.leicester.gov.uk>

Buyer's address

<http://www.leicester.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=054d2252-2427-ef11-812c-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=054d2252-2427-ef11-812c-005056b64545>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

PAN3048 - Emergency Repairs Call Handling Service

Reference number

DN706800

II.1.2) Main CPV code

- 70000000 - Real estate services

II.1.3) Type of contract

Services

II.1.4) Short description

Leicester City Council invites Tenders for the provision of Emergency Repairs Call Handling Service.

This is a competitive procurement conducted in accordance with Regulation 27 the 'Open Procedure' under the Public Contracts Regulations 2015.

The tender documents can be accessed at the following:

<https://procontract.duenorth.com/Advert/Index?advertId=054d2252-2427-ef11-812c-005056b64545>

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)

II.2.4) Description of the procurement

The Housing Division within Leicester City Council manages just over 19,500 properties and we are the largest landlord in the City. These properties are a mix of houses, bedsits, bungalows, flats, maisonettes and sheltered accommodation.

Each year, we complete approximately 130,000 responsive repairs during normal working hours, and those repairs are carried out by around 300 craft operatives.

Outside of normal working hours, we provide an emergency repairs service to our tenants, who can report emergency repairs via a published emergency repairs telephone line.

Most of these repairs are carried out by our own staff, a small number of whom participate on an emergency repairs rota, but we also use a small number of contractors for more specialist repairs.

The services required are the handling of all of the Authority's Housing Divisions emergency repairs calls received on the tenant's emergency repairs telephone number. The Service Provider will be required to identify genuine emergency calls, log an emergency repair job on the Authority's IT system, and issue the job to an Emergency Repair Operative using the Authority's work scheduling system, following the required operational procedures.

Average annual call volumes are 18,000 calls received with 9,600 calls requiring an emergency repairs job to be raised and issued to an operative.

The proposed Contract will be for three years with an option to extend for a period or periods totalling no more than a further two years. We anticipate awarding to a single Service Provider.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £300,000

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

Start date

1 December 2024

End date

30 November 2027

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a further two years (1+1) subject to performance.

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

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

10 July 2024

Local time

12:00pm

Changed to:

Date

11 July 2024

Local time

12:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

10 June 2024

Local time

4:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Construction and Technology Court (Kings Bench Division) (Branch of High Court of Justice)

Priory Courts, 33 Bull Street

Birmingham

B4 6DS

Country

United Kingdom