

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/018823-2025>

Tender

Property Repairs and Maintenance

Moat Homes Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-018823

Procurement identifier (OCID): ocds-h6vhtk-050c68

Published 2 May 2025, 2:47pm

Scope

Reference

DN772526

Description

In Spring 2024, Moat Homes Ltd published a Prior Information Notice which invited interested suppliers to a preliminary market engagement event aimed at gaining insights around the current state of the repairs and maintenance market, as well as gathering information to inform the future delivery of the service.

We are now seeking a Service Provider to deliver responsive repairs, works, including reactive day-to-day repairs to all of Moat's owned, leased and managed residential buildings and associated estate areas, including to the fabric and structure of blocks, communal areas and associated services. The Service Provider will also be required to undertake all necessary works to Moat's empty homes to ensure these are available to re-let to customers, and to provide an out of hours services (including triage communication services and arranging temporary moves). Further details of the required works and services are set out in the Descriptive Document and the associated tender documents published with this Tender Notice.

In addition to the initial works and services noted above, subject to satisfactory performance against Key Performance Indicators, Moat may (at its sole discretion) require the appointed Service Provider to deliver additional works and services, including, but not limited to, planned works, cyclical redecoration, building safety repairs and maintenance, and other works/services such as gates and barriers, cesspit emptying and access control problems. Further details of these potential works and services are included in the Descriptive Document.

The aim of this procurement process is to appoint a single provider to deliver the services detailed in the procurement documents.

The form of contract will be the TAC-1 Term Alliancing Contract (with bespoke amendments) (the "Contract"). This is an order-based contract which is designed to promote effective partnership and joint working in line with Moat's wider objectives. The Contract will be for an initial term of ten (10) years with the option to extend the term for additional periods of up to five (5) years at Moat's sole discretion, giving a maximum possible term of fifteen (15) years.

Additionally, the successful Service Provider will be required to enter into a Strategic Alliance Agreement based upon the FAC-1 form of contract. This contract is designed to enable key service providers / contractors which Moat works with to share relevant information and knowledge and undertake specified alliancing activities for the overall benefit of their respective workstreams and Moat's obligations as a registered provider. Further details are set out in the Descriptive Document.

Total value (estimated)

- £420,000,000 excluding VAT
- £504,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 7 September 2026 to 9 September 2036
- Possible extension to 8 September 2041

- 15 years, 2 days

Description of possible extension:

Subject to satisfactory performance, Moat will have the option to extend for additional periods of up to five (5) further years, in increments to be agreed, unless the Contract ends or is terminated in accordance with the Conditions of Contract.

Main procurement category

Works

CPV classifications

- 45300000 - Building installation work
- 45400000 - Building completion work
- 39141400 - Fitted kitchens
- 42961100 - Access control system
- 44112200 - Floor coverings
- 44220000 - Builders' joinery
- 44410000 - Articles for the bathroom and kitchen
- 44520000 - Locks, keys and hinges
- 45112700 - Landscaping work
- 45232460 - Sanitary works
- 45233250 - Surfacing work except for roads
- 45233253 - Surface work for footpaths
- 45260000 - Roof works and other special trade construction works

- 45230000 - Construction work for pipelines, communication and power lines, for highways, roads, airfields and railways; flatwork
- 50511000 - Repair and maintenance services of pumps
- 50700000 - Repair and maintenance services of building installations
- 50870000 - Repair and maintenance services of playground equipment
- 51110000 - Installation services of electrical equipment
- 51700000 - Installation services of fire protection equipment
- 71250000 - Architectural, engineering and surveying services
- 75123000 - Administrative housing services
- 77300000 - Horticultural services
- 79510000 - Telephone-answering services
- 90460000 - Cesspool or septic tank emptying services
- 90650000 - Asbestos removal services
- 90721000 - Environmental safety services
- 90911000 - Accommodation, building and window cleaning services
- 90920000 - Facility related sanitation services
- 90922000 - Pest-control services

Contract locations

- UKH - East of England
 - UKJ - South East (England)
 - UKI - London
-

Participation

Legal and financial capacity conditions of participation

As set out within the procurement documents

Technical ability conditions of participation

As set out within the procurement documents

Submission

Submission type

Requests to participate

Tender submission deadline

6 June 2025, 10:00am

Submission address and any special instructions

The PSQ and all subsequent Tenders must be submitted via Moat's e-tendering portal <https://www.housingprocurement.com/>

Organisations interested in being invited to tender for the Contract are required to complete a Procurement Specific Questionnaire (PSQ). This includes the Conditions of participation which relates to the economic and financial standing, technical capability and other general information. This information will be assessed to establish a bidders'

financial viability, suitability, experience and technical ability of undertaking a contract of this nature.

Expressions of interest must be submitted by completing and returning the PSQ, in accordance with the requirements set out in the Procurement Documents by 10am on 6th June 2025.

The Contract shall be awarded based on the Moat Advantageous Tender received, and full details are included in the procurement documents.

The PSQ, procurement documents and Instructions can be accessed via the Housing Procurement Portal: www.housingprocurement.com - Ref DN772526

A number of key performance indicators (KPIs) will be applied, with the flexibility for these to be updated throughout the term of the Contract.

Indicative KPIs have been included in the associated tender documents, although there will be an opportunity during Dialogue to discuss these indicative KPIs. Moat has identified the following KPIs which it currently considers to be most material to the delivery of the Contract:

KPI 1: Customer Satisfaction

KPI 2: Repairs Completed in Target

KPI 3: Right First Time

KPI 4: Empty Homes Completed in Target

We encourage all bidders to carefully consider these KPIs (along with the wider KPIs noted in the procurement documents) and their ability to meet the performance expectations set out in the procurement documents.

Moat reserves the right to cancel the procurement at any time and not to award the Contract.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

3 suppliers

Award decision date (estimated)

15 January 2026

Award criteria

Name	Type
As set out within the procurement documents.	Quality
As set out within the procurement documents.	Price

Weighting description

As set out within the procurement documents

Other information

Payment terms

As set out within the procurement documents.

Description of risks to contract performance

- a) Material availability
- b) Material pricing volatility
- c) Change of law/legislation
- d) Change of regulation
- e) Contractor Failure

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This procurement is being carried in accordance with the competitive flexible procedure in accordance with section 19 of the Procurement Act 2023.

Under the first stage of the process, bidders are required to complete and return a Procurement Specific Questionnaire (PSQ). Following the evaluation of the PSQ responses, Moat will invite the three (3) highest scoring participants to submit Initial Tenders for assessment prior to Dialogue Sessions. On conclusion of the dialogue phase, bidders will be invited to submit a Final Tender. Full details of all the requirements and how to participate are included in the procurement documents.

Justification for not publishing a preliminary market engagement notice

Preliminary market engagement was undertaken under the Public Contract Regulations 2015, in accordance with a Prior Information Notice published to the Find a Tender Service on 17 May 2024 with reference number FTS: 2024/S 000-015701.

Contracting authority

Moat Homes Limited

- Public Procurement Organisation Number: PNCG-6417-GJNY

Mariner House, Galleon Boulevard, Crossways

Dartford

DA2 6QE

United Kingdom

Contact name: Ms Rosella Ngeh

Telephone: +44 3003230011

Email: tenders@moat.co.uk

Region: UKJ43 - Kent Thames Gateway

Organisation type: Public authority - sub-central government