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Tender

Automatic Door - Servicing, Remedial Works, and Responsive Repairs

Gentoo Group

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

Notice identifier: 2025/S 000-019417

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

Published 7 May 2025, 2:49pm

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.

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

Description of possible extension:

2 x 12 month extensions available

Main procurement category

Services

CPV classifications

- 50710000 - Repair and maintenance services of electrical and mechanical building installations

Contract locations

- UKC2 - Northumberland and Tyne and Wear

Framework

Maximum number of suppliers

2

Maximum percentage fee charged to suppliers

0%

Further information about fees

n/a

Justification for framework term over 4 years

n/a

Framework operation description

The Framework will be Ranked.

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.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

2 June 2025, 11:00am

Tender submission deadline

11 June 2025, 11:00am

Submission address and any special instructions

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.panacea-software.com/gentoo/default.aspx>

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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

5 August 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 June 2029

Award criteria

Name	Type	Weighting
Quality	Quality	50%
Price	Price	40%
Social Value	Quality	10%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

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)