

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023507-2025>

Planning

RESPONSIVE REPAIRS AND MAINTENANCE CONTRACT (Manc/Liverpool/Lancs, Cheshire/Staffs, North and West Yorks)

SANCTUARY HOUSING ASSOCIATION

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-023507

Procurement identifier (OCID): ocids-h6vhtk-051993

Published 20 May 2025, 7:24pm

Section I: Contracting authority

I.1) Name and addresses

SANCTUARY HOUSING ASSOCIATION

Chamber Court, Castle Street

Worcester

WR13ZQ

Contact

Group Procurement

Email

group.procurement@sanctuary.co.uk

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

IP19059R

Internet address(es)

Main address

<http://www.sanctuary.co.uk/>

Buyer's address

<http://www.sanctuary.co.uk/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

RESPONSIVE REPAIRS AND MAINTENANCE CONTRACT (Manc/Liverpool/Lancs, Cheshire/Staffs, North and West Yorks)

II.1.2) Main CPV code

- 50700000 - Repair and maintenance services of building installations

II.1.3) Type of contract

Services

II.1.4) Short description

OVERVIEW

Sanctuary Housing Association (the Group) have a requirement for responsive maintenance/repairs, disrepair, voids, damp and mould services in:

- Manc/Liverpool/Lancs
- Cheshire/Staffs
- North and West Yorks

The Group's Property Services Department provides a wide range of inhouse maintenance and repair services to the Group's portfolio of Properties covering an approximate percentage of 70% of the overall maintenance and repair requirements, however, the Group also requires a reliable Supplier network to support the Group's Property Services Team with the provision of repairs and maintenance. As such the Group have a requirement for Suppliers to provide responsive maintenance/repairs, disrepair, voids, damp and mould services across tenanted properties, care homes, student accommodation and supported living facilities in the above stated areas.

Through a previous competitive tendering exercise, the Group has already awarded Contracts to one Supplier in each of the above areas, however, we are looking to award an additional Supplier in each area, with work being allocated between the two Suppliers on a taxi rank basis (e.g. Work will be allocated on an alternating day principal).

The initial contract period is anticipated to be three (3) years from 01 October 2025 with a maximum of two extension periods of 12 months each.

Bids will be sought from generalist suppliers who will be able to provide the full range of disciplines set out below. Sub-contracting will be permitted under the contract.

Pricing will be based on National Housing Federation Schedule of Rates (SOR) 8.0.

II.1.5) Estimated total value

Value excluding VAT: £16,382,540

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Manc/Liverpool/Lancs

Lot No

1

II.2.2) Additional CPV code(s)

- 50700000 - Repair and maintenance services of building installations

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

Manc/Liverpool/Lancs

II.2) Description

II.2.1) Title

Cheshire/Staffs

Lot No

2

II.2.2) Additional CPV code(s)

- 50700000 - Repair and maintenance services of building installations

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

Cheshire/Staffs

II.2) Description

II.2.1) Title

North and West Yorks

Lot No

3

II.2.2) Additional CPV code(s)

- 50700000 - Repair and maintenance services of building installations

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

North and West Yorks

II.3) Estimated date of publication of contract notice

1 June 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

THE PROCESS

Sanctuary intends to conduct a competition / tender exercise to enable contract commencement on 01 October 2025.

Sanctuary will be requesting formal bids (for each of the lot areas) (carrying out a call off) under Sanctuary's ConstructDPS Dynamic Purchasing System (DPS) framework. (Sanctuary have partnered with Local Supply Chain (LSC) who manage ConstructDPS for Sanctuary).

It is expected that formal bids under the DPS will be requested (a call off carried out) in June with contract award being in August 2025.

It is vital that you join the Sanctuary ConstructDPS before the 'Responsive Repairs and Maintenance tender' opportunity is released if you wish to be considered for the opportunity, please see details on how to sign up below:

If you are registered on the platform, please make sure your profile details are up to date.

Please follow the next steps: (Skip step 1 if your business is already registered)

Stage 1: Register your business at <https://app.localsupplychain.co.uk/signup/sanctuary>

Stage 2: Complete your business profile

Once you have gained access to the Local Supply Chain site you will be asked to complete an online business profile. We would ask if you could complete all sections thereby gaining the Amber Status. (This is free of charge)

Stage 3: Apply for the ConstructDPS via your LSC Home screen and complete the categories, locations, and value bands you would like to be considered for. (Please see the qualifying criteria for applying to become part of our supply chain at <https://www.constructdps.co.uk/contractors>)

Note: The Responsive Repairs and Maintenance project (tender) will be based on the following filters:

All Lot Areas:

- Trades - Building (General)

Lot Area: Manc/Liverpool/Lancs:

- Regions - North West

Lot Area: Cheshire / Staffs

- Regions - North West Cheshire, West Midlands Staffordshire

Lot Area: North and West Yorks

- Regions - Yorkshire & the Humber East Riding, Yorkshire & the Humber West Yorkshire

As such please ensure that you have selected the above (in relation to the lot areas you are interested in) if you wish to take part in the opportunity.

(Please note you can select up to (3) three additional Trades and as many additional regions as you wish, which would be relevant if you wish to be considered for other works (separate from this opportunity), procured through the framework once acceptance on to the ConstructDPS has been confirmed).

The Value band filters being used are:

Lot Area: Manc/Liverpool/Lancs:

- Value Band - £1m to £2m

Lot Area: Cheshire / Staffs

- Value Band - £1m to £2m

Lot Area: North and West Yorks

- Value Band - £500,000 - £1,000,000

(Please note to access the DPS itself you can apply for value bands up to 50% of your turnover), however, when the call off is carried out for the Responsive Repairs and Maintenance project, No one bidder will be awarded a total anticipated Lot value or combined Lots value that exceeds a third of the bidder's annual turnover.

In order to join the DPS initially Suppliers will be required to complete an SSQ. When Suppliers have submitted the SSQ and agreed to the terms of the agreement, acceptance onto the DPS (or rejection with an explanation) will take place within two weeks.

Encountering problems?

Should you encounter any problems/issues when completing your profile, please contact the LSC helpdesk, support@localsupplychain.co.uk - 0800 197 6958.

Suppliers who are accepted onto the DPS and qualify for the Responsive Repairs and Maintenance project (tender) will be sent an expression of interest enabling them to take part in the Responsive Repairs and Maintenance tender call-off opportunity (once released) via the LSC website.

Please note that there will also be a requirement for any successful supplier to hold anSSIP accreditation and Cyber Essentials before contract commencement.

Please note that acceptance on the ConstructDPS may entitle your company to bid for other works procured through the framework, depending on work categories and regions selected. An up-to-date profile will also result in your company being visible on LSC's wider supply

chain and available to other clients of LSC to access.

DESCRIPTION OF WORK

Works Orders issued under the Contract will include:

- Responsive Repairs
- Voids
- Damp & Mould
- Disrepair

Responsive Repairs are split into two (2) areas: 'Day to Day Responsive including Emergency Work and Repairs and Out of Hours Emergency Service:

Day to Day Responsive Repairs including Emergency Work arising during the normal working hours of the day: "Day to Day Responsive Repairs" shall mean any responsive day to day repairs and maintenance work (including Emergency Work executed during normal working hours) ordered in accordance with the provisions of the Contract and arising during normal working hours from a Customer notifying the Group of an issue. Normal working hours are defined as Monday to Friday, 8.00 to 18.00 hours and Saturday 8.00 to 12.00 hours. "Emergency Work" shall mean Work that is required by its very nature to be undertaken immediately to safeguard the well-being of tenants and/ or occupiers, the structural stability and integrity of the Property, the health and safety of the general public and works of a similar nature, and which arise during the Group's normal working hours. Overall, emergencies currently account for approximately 20% of all responsive calls received from Customers.

Out of Hours Emergency Service including Out of Hours Emergency Work. "Out of Hours Emergency Service" shall mean the receipt by the appointed Supplier of notifications from the Group's Customer Contact Hub, emergency call handling service of repair requests received outside of normal working hours and the undertaking of Out of Hours Emergency Work. "Out of Hours Emergency Work" shall mean Emergency Work as defined above, that is required to be undertaken outside of the Group's normal working hours as indicated in the Contract Details. It is expected for out of hours notifications beyond 6pm of an evening that the remit for the Supplier will be limited to either isolating services or making safe as appropriate, and for the full repair works to be carried out during normal working hours (unless they are of a minor nature and can be resolved at the first visit).

Voids property Works. "Void Property Works" shall mean any repairs, renewals, reinstatement, replacement, internal redecoration, upgrading, cleaning and clearing out ordered in accordance with the provisions of the Contract arising as a result of a change of

tenancy. The Group will carry out "Void Property Inspections". This means inspection of the Void Property to establish what Works are required. Once scoped and priced the Work would then be passed to the Supplier to complete with a target completion date. In addition, the Group will take digital photographs at the time of inspection, read meters and forward anything else required to confirm the Works required.

Damp & Mould Works. "Damp & Mould Works" covers a range of scenarios, whose end result is that the property doesn't perform how it should and results in the presence of damp and or mould. These Works may be identified via a "Responsive Repair", "Void Property Works" or a "Disrepair Case". The Group have separated these types of works as they are required to report them to the Regulator of Social Housing. The Works may range from the early identification of an issue and the Works are therefore preventative (clearing blocked gutters to avoid water overflow), through to the resolution of damp and mould which is evident in a property and needs to be treated (either directly, or indirectly as a consequence).

Disrepair Cases. "Disrepair Cases" are those properties where the Group has failed on their repair obligations required in the tenancy agreement with the Customer. They can take 2 types: -

"Disrepair". Where either the customer reports the issue to the Group, or the Group identify the case during a visit or inspection of the property. Usually, the Group will send somebody to inspect the property and identify what works are required. Once scoped, the Supplier would be issued with that scope to carry out and report back when completed.

"Legal Disrepair". Very similar to the above but the Customer has progressed the matter using a legal process, and the disrepair claim is a formal matter. Both parties need to agree the scope, and once agreed there are usually strict timescales to adhere to in completing the Work. These would be set out to the Supplier, and the Supplier would need to regularly update the Group with progress, especially if any issues or delays arise during the works.

For further details go to: <https://www.sanctuary.co.uk/about-sanctuary/suppliers/responsive-repairs-and-maintenance-contract>