

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/028593-2025>

Planning

Emergency call out and repair of Commercial and Domestic Appliances

Orbit Group Limited

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-028593

Procurement identifier (OCID): ocds-h6vhtk-05292c ([view related notices](#))

Published 29 May 2025, 4:39pm

Scope

Reference

GPL0079

Description

Outline specification

- Potential contract value - £100,000 exc VAT. Contract will give not commitment to any fixed volumes or level of expenditure. Contract will be used ad-hoc during contract term as required.
- Contract term: Potential 18-month contract.
- Potential contract will be a single supplier contract. The supplier will be required to provide coverage to all Orbit locations within the Midlands and South of England. The Supplier must have sufficient coverage to meet any requirements within both regions.

- It would be desirable if the supplier can also fulfil requirements Orbit has in the East of England although this is not mandatory and we will accept EOIs from suppliers who can only fulfil the Midlands and South.
- Call off of services will relate to both domestic and commercial appliances and the supplier must be capable of covering both types of appliances. Services will include:
 - o Response to breakdowns
 - o Ad-hoc repairs including supply of parts (where still available)
 - o Removal and recycling of decommissioned appliances
 - o Quoting for ad-hoc supply of appliances and where value for money is shown to Orbit, the ad-hoc supply of appliances (including delivery/installation/commissioning).
- The supplier will also be required to:
 - o Provide confirmations back to Orbit on all services delivered including sharing any relevant/applicable certification.
 - o Support ongoing contract management with an Orbit representative (maximum requirement - hourly call per month)
 - o Provide management information as necessary on services delivered/spend during contract term
 - o Response to all breakdown requests within 2 working days of a request being made.
- Orbit's current appliance footprint is outlined below:
 - o 255 assets split 70 domestic and 185 commercial
 - o Geographically there is 30 domestic and 135 commercial in the Midlands / 30 domestic and 40 commercial in the South / 10 domestic and 10 commercial in the East
 - o The assets range from washing machines, tumble driers, domestic ovens and hobs and fridge freezers
 - o A range of manufacturers and models, with a large proportion of Miele machines

Contract dates (estimated)

- 31 August 2025 to 28 February 2027
- 1 year, 6 months, 1 day

Main procurement category

Services

CPV classifications

- 50000000 - Repair and maintenance services

Engagement

Engagement deadline

12 June 2025

Engagement process description

Orbit Group Ltd wish to conclude preliminary market engagement in relation to a requirement for a repairs contract for its domestic and commercial appliances, within its housing portfolio at locations it has within the Midlands and South of England.

The intention of the engagement is for Orbit to understand:

- 1) the level of supplier interest to participate in a potential procurement for the contract.
- 2) suppliers' ability in the market to meet all of the potential requirement as currently specified (please see outline specification provided).

3) the most suitable potential procurement route to award the new contract.

Where a supplier is interested in participating in any procurement for the contract and have the capability to fulfil the outline specification provided, we would ask them to complete the response document , via the e-tendering site details provided within the notice.

Further information and response document can be found here:

<https://procontract.due-north.com/Supplier/Advert/View?advertId=d479d3a5-9f3c-f011-8136-005056b64545&fromProjectDashboard=False&fromRfxSummary=False&selectWorkgroup=False&fromAdvertEvent=False&fromActivityDashboard=False>

If a supplier wishes to seek any clarification on the outline specification, these should be submitted via the e-tendering site.

Please note: Orbit does not commit to any particular procurement route/procedure or timescales for any subsequent procurement. If Orbit publishes a subsequent tender notice for the contract, we will also out of courtesy notify any suppliers who submitted a response to this notice.

Interested suppliers are required to visit the project on Procontract to complete the response document to advise Orbit of their interest in this upcoming procurement.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Orbit Group Limited

- Public Procurement Organisation Number: PDDL-8571-LDGT

Garden Court, Harry Weston Road, Binley Business Park

Coventry

CV3 2SU

United Kingdom

Contact name: Ms Louise Bhara

Telephone: +44 8006781221

Email: group.tenders@orbit.org.uk

Website: <https://www.orbit.org.uk>

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government