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Contract

PAN3048 - Emergency Repairs Call Handling Service

Leicester City Council

F03: Contract award notice

Notice identifier: 2024/S 000-031992

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

Published 7 October 2024, 7:46am

Section I: Contracting authority

I.1) Name and addresses

Leicester City Council

City Hall (4th Floor), 115 Charles Street

Leicester

LE1 1FZ

Contact

Mr John Morgan

Email

John.Morgan@leicester.gov.uk

Telephone

+44 1164540347

Country

United Kingdom

Region code

UKF - East Midlands (England)

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.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

Emergency Repairs Call Handling Service

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £301,596

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.2.11) 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 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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-017865](#)

Section V. Award of contract

Contract No

PAN3048

Title

PAN3048 - Emergency Repairs Call Handling Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 August 2024

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Pinnacle Housing Limited

London

WC1V 6PL

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £301,596

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

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

Birmingham

B4 6DS

Country

United Kingdom