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Tender

HASTOE GROUP INVITATION TO TENDER (ITT) FOR VOIDS AND RESPONSIVE REPAIRS MADE OF 2 Lots.

Hastoe Housing Association Ltd

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

Notice identifier: 2025/S 000-034870

Procurement identifier (OCID): ocds-h6vhtk-052be9 ([view related notices](#))

Published 24 June 2025, 7:05pm

Scope

Description

Hastoe Group is a rural housing association in England specialising in affordable housing for local communities, particularly in rural areas. They own and manage over 7,500 homes across southern England and are known for building sustainable, energy-efficient homes, including Passivhaus homes. Their mission is to provide affordable and environmentally sustainable homes for local people, helping to sustain rural communities. This Procurement will be focussed on the East Sussex Region in which Hastoe Group has circa 500 properties which require a responsive repairs/maintenance and void maintenance.

HASTOE GROUP, is undertaking a competitive tender process to appoint a supplier to deliver their Planned and Responsive Maintenance Services in Lot 1 and Voids Responsive Maintenance Services in Lot 2.

This process is being managed by Altair Ltd on behalf of HASTOE GROUP. Please note that this will conclude as a Hastoe Group contract and has no connection to Altair Ltd.

The aim of this procurement process is to appoint one provider for each Lot of this

procurement to deliver the Lot 1 - Responsive Repairs Goods and Services and Lot 2 - Voids Responsive Repairs Goods and Services, Bidders can bid for one or both Lots.

The anticipated annual contract value is estimated at £300,000 split as £250k per annum as responsive repairs and maintenance and circa £50k per annum spend on Voids, , resulting in a total estimated annual spend of £300,000. Over the full six-year term, the estimated total contract value is £1,800,000 including VAT.

Please note that whilst this is an estimated contract value it is not in any way guaranteed.

The engagement process will be 3 stages. 1. A survey with shaping questions will be sent to all interested parties. 2. Supplier completed questionnaires, and feedback will be collated, and a 3. a full supplier day take place at the request and invitation of the Contracting Authority.

The services planned to be tendered include but are not limited to:

Lot 1 - Responsive Repairs Goods and Services, both in working hours and out of hours call outs.

- Routine Inspections: Regular checks to identify and address minor issues before they become major problems.
- Plumbing Repairs: Fixing leaks, unclogging drains, and maintaining water systems.
- Electrical Repairs: Addressing faulty wiring, replacing light fixtures, and ensuring safe electrical systems.
- Roof Repairs: Fixing leaks, replacing damaged shingles, and maintaining roof integrity.
- Window and Door Repairs: Replacing broken glass, fixing locks, and ensuring proper insulation.
- Structural Repairs: Addressing issues with walls, foundations, and other structural elements.
- Pest Control: Managing infestations and preventing future occurrences.
- Painting and Decorating: Refreshing interiors and exteriors to maintain aesthetic appeal.
- Accessibility Improvements: Installing ramps, handrails, and other modifications to support residents with disabilities.

As part of the service provision, the Contracting Authority is planning to put in place a new

Framework solution which will enable the Contracting Authority to provide full range of Goods, Services and Maintenance across the following areas:

Lot 2 - Voids

This Lot will include, but is not limited to, the workstreams identified below. The Contracting Authority reserves the right to make changes to the content of the Lot based on Market Engagement Feedback.

- 1.Initial Inspection: Conducting a thorough inspection to identify any damage or necessary repairs.
- 2.Cleaning: Deep cleaning the entire property, including carpets, windows, and appliances.
- 3.Painting and Decorating: Refreshing walls, ceilings, and other surfaces to make the property more appealing.
- 4.Plumbing Repairs: Fixing leaks, replacing fixtures, and ensuring all plumbing systems are functional.
- 5.Electrical Repairs: Checking and repairing wiring, outlets, and light fixtures.
- 6.Pest Control: Addressing any infestations and taking preventive measures.
- 7.Security Enhancements: Ensuring locks, doors, and windows are secure to prevent unauthorized access.
- 8.Structural Repairs: Fixing any issues with walls, floors, and ceilings.
- 9.Accessibility Improvements: Making necessary modifications to support residents with disabilities.
- 10.Waste Removal: Clearing out any leftover belongings or debris from previous tenants.
- 11.Minor Repairs: Addressing small issues like broken tiles, damaged countertops, or loose fittings.

Conditions of Participation (To be confirmed):

Legal and financial capability:

Requirement: The supplier must be a legally established entity with the financial stability to perform the contract. Specific requirements will be finalised following market engagement.

Likely evidence and process:

1.A copy of the supplier's registration documents and all relevant certifications and accreditations.

2.Dunn and Bradstreet report to review all Suppliers' operational standing.

Technical Ability to perform the Services and provide the Goods as set out:

Requirement: The supplier must demonstrate the technical capability and experience necessary to fulfil the contract requirements.

Likely evidence and process:

1.A list of principal services provided in the past three years, including values, dates, and recipients.

2.Details of the technical ability and measures for ensuring quality.

3.Qualifications and experience of key personnel.

4.Quality and Technical Questions to be completed fully, evidencing the Suppliers' ability to provide the goods and services.

Payment Terms: 30 days net end of month invoice received.

Contract Dates and Expected Process.

Estimated Date of Tender Notice Publication: June 2025, TBC

Estimated Date for Submission of Requests to Participate: June - July 2025, TBC

Procedure Expected to be Used:

- Open Procedure

Dynamic Market Membership: No

Participation - Particular Suitability:

- Small and medium-sized enterprises (SME)

- Large enterprises

Selection Process:

1.Mandatory Documents and Certification:

- Legal and financial capacity documents.
- Certifications and declarations of compliance.

2.Procurement Specific Questionnaire (PSQ):

- Mandatory Questions: Legal, financial, and technical capacity.
- Discretionary Questions: Past performance, references, and other relevant criteria.
- Exclusion Criteria: Both Mandatory and Discretionary

3.Technical/Quality Questionnaire:

- Estimated 60%. Detailed questions assessing the supplier's technical ability and quality assurance measures including social value

4.Pricing Evaluation:

- Estimated 40%. Detailed breakdown of costs and pricing structure.

5.Overall Threshold: For the Suppliers that pass the PSQ, award criteria for both Lots, the combined weighted scores from the Technical/Quality Questionnaire and Pricing Evaluation will provide an overall score. The highest scorer with the combined score will be the winning Bidder for each Lot.

NB - The specifics of the Financial / Non-Financial weightings are to be confirmed following initial market engagement.

Term of the Framework Including Extensions: 4 years initially with extensions up to 24 months to a 6 year maximum term.

Previous Framework Information: Prior Framework was a single Lot in a larger Framework, this element has now been split out.

Intention to Award the Framework to:

1.A single Supplier by Lot, Suppliers can bid for one of or both Lots.

What Fees if Any will be Charged in Accordance with Section 45(7) of the PA 2023: No fees

will be charged within this process.

Will an Electronic Auction be Used: No

What Lots will Form this Tender: There will be two Lots, Planned and Responsive Maintenance Services in Lot 1 and Voids Responsive Maintenance Services in Lot 2.

Will it be Awarded by Lot: Yes

Estimated Award Criteria for Each Lot: Both Lots will be awarded on a highest scoring Supplier basis. The Supplier that reaches the highest combined score across the Quality/Technical and Financial evaluations will be awarded to each Lot of the framework. All specifics for the scoring mechanism will be completed in detail following the market engagement, the Contracting Authority reserves the right to amend the award criteria based on Market Engagement.

Can a Supplier bid for all Lots: Yes

Estimated Date of Contract Award: August 2025

Tendering Process - Number of Days for the ITT to be Live: To be confirmed following Market Engagement

Associated Notice - Preliminary Market Engagement Notice:

Document Access: Documents relating to the procurement can be obtained from Procurement, Contract & Tender Management - Delta eSourcing.

Expression of Interest: Interested parties can express their interest by emailing procurementaltair@altairltd.co.uk using the Title of the Published Notice and the Unique Reference Number in the Subject line of the email stating which Lot is of interest, by 1700 hours on the 12th June 2025.

Tender Submission Via: Procurement, Contract & Tender Management - Delta eSourcing.

Estimated Date of Tender Submission: Jun-July 2025

Tenders and all Communications Must be in English: All communications and clarifications will be through the preferred tendering portal, in English.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=960058578>

Total value (estimated)

- £1,500,000 excluding VAT
- £1,800,000 including VAT

Above the relevant threshold

Main procurement category

Services

Not the same for all lots

CPV classifications, contract locations and contract dates are shown in Lot sections, because they are not the same for all lots.

Lot Lot 1. Lot 1 - Responsive Repairs Goods and Services

Description

Lot 1 - Responsive Repairs Goods and Services, both in working hours and out of hours call outs.

- Routine Inspections: Regular checks to identify and address minor issues before they become major problems.

- Plumbing Repairs: Fixing leaks, unclogging drains, and maintaining water systems.
- Electrical Repairs: Addressing faulty wiring, replacing light fixtures, and ensuring safe electrical systems.
- Roof Repairs: Fixing leaks, replacing damaged shingles, and maintaining roof integrity.
- Window and Door Repairs: Replacing broken glass, fixing locks, and ensuring proper insulation.
- Structural Repairs: Addressing issues with walls, foundations, and other structural elements.
- Pest Control: Managing infestations and preventing future occurrences.
- Painting and Decorating: Refreshing interiors and exteriors to maintain aesthetic appeal.
- Accessibility Improvements: Installing ramps, handrails, and other modifications to support residents with disabilities.

To respond to LOT 1, please click here:

<https://www.delta-esourcing.com/respond/4299C5DPPE>

Lot value (estimated)

- £1,250,000 excluding VAT
- £1,500,000 including VAT

Contract dates (estimated)

- 18 August 2025 to 17 August 2029
- Possible extension to 17 August 2031
- 6 years

Description of possible extension:

The Contracting Authority reserves the right and will likely to include extensions up to 24 months beyond the initial term

CPV classifications

- 44111000 - Building materials
- 45210000 - Building construction work
- 45300000 - Building installation work
- 45320000 - Insulation work
- 45400000 - Building completion work
- 45453100 - Refurbishment work
- 50000000 - Repair and maintenance services
- 50700000 - Repair and maintenance services of building installations
- 50800000 - Miscellaneous repair and maintenance services

Contract locations

- UKJ2 - Surrey, East and West Sussex
-

Lot Lot 2. Lot 2 - Voids Responsive Maintenance Services

Description

Lot 2 - Voids

This Lot will include, but is not limited to, the workstreams identified below. The Contracting Authority reserves the right to make changes to the content of the Lot based on Market Engagement Feedback.

- 1.Initial Inspection: Conducting a thorough inspection to identify any damage or necessary repairs.
- 2.Cleaning: Deep cleaning the entire property, including carpets, windows, and appliances.
- 3.Painting and Decorating: Refreshing walls, ceilings, and other surfaces to make the property more appealing.
- 4.Plumbing Repairs: Fixing leaks, replacing fixtures, and ensuring all plumbing systems are functional.
- 5.Electrical Repairs: Checking and repairing wiring, outlets, and light fixtures.
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- 7.Security Enhancements: Ensuring locks, doors, and windows are secure to prevent unauthorized access.
- 8.Structural Repairs: Fixing any issues with walls, floors, and ceilings.
- 9.Accessibility Improvements: Making necessary modifications to support residents with disabilities.
- 10.Waste Removal: Clearing out any leftover belongings or debris from previous tenants.
- 11.Minor Repairs: Addressing small issues like broken tiles, damaged countertops, or loose fittings.

To respond to Lot 2 - Please click here

<https://www.delta-esourcing.com/respond/E2E8QQW79W>

Lot value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Contract dates (estimated)

- 18 August 2025 to 17 August 2029
- Possible extension to 17 August 2031
- 6 years

Description of possible extension:

The Contracting Authority reserves the right to extend the contract up to 24 months beyond the initial term.

CPV classifications

- 45453100 - Refurbishment work
- 70333000 - Housing services
- 90911000 - Accommodation, building and window cleaning services
- 90911300 - Window-cleaning services

Participation

Technical ability conditions of participation

Lot Lot 1. Lot 1 - Responsive Repairs Goods and Services

Conditions of Participation (To be confirmed):

Legal and financial capability:

Requirement: The supplier must be a legally established entity with the financial stability to perform the contract. Specific requirements will be finalised following market engagement.

Likely evidence and process:

1.A copy of the supplier's registration documents and all relevant certifications and accreditations.

2.Dunn and Bradstreet report to review all Suppliers' operational standing.

Technical Ability to perform the Services and provide the Goods as set out:

Requirement: The supplier must demonstrate the technical capability and experience necessary to fulfil the contract requirements.

Likely evidence and process:

1.A list of principal services provided in the past three years, including values, dates, and recipients.

2.Details of the technical ability and measures for ensuring quality.

3.Qualifications and experience of key personnel.

4.Quality and Technical Questions to be completed fully, evidencing the Suppliers' ability to provide the goods and services.

NB Preliminary Engagement to take place before conditions of participation are confirmed.

Estimated weighting of 40% Financial and 60% Quality / Technical and Social Value

Particular suitability

Lot Lot 1. Lot 1 - Responsive Repairs Goods and Services

Lot Lot 2. Lot 2 - Voids Responsive Maintenance Services

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

7 July 2025, 12:00am

Tender submission deadline

21 July 2025, 12:00pm

Submission address and any special instructions

<https://www.delta-esourcing.com/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

8 August 2025

Award criteria

Name	Description	Type	Weighting
Criterion 2	Quality/Social value	Quality	60%
Criterion 1	Pricing	Price	40%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Open procedure

Contracting authority

Hastoe Housing Association Ltd

- Public Procurement Organisation Number: PXGT-2943-TQCV

Marina House, 17 Marina Pl, Hampton Wick

Kingston upon Thames

KT1 4BH

United Kingdom

Contact name: Procurement Altair

Telephone: 02079340175

Email: procurementaltair@altairltd.co.uk

Region: UKI75 - Hounslow and Richmond upon Thames

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Altair Advisory and Consultancy Limited

Summary of their role in this procurement: Agent

- Public Procurement Organisation Number: PYNQ-8391-HMXD

Tempus Wharf, 29a Bermondsey Wall West,

London

SE16 4SA

United Kingdom

Contact name: Procurement Altair

Telephone: 02079340175

Email: procurementaltair@altairltd.co.uk

Region: UKI44 - Lewisham and Southwark

Contact organisation

Contact [Hastoe Housing Association Ltd](#) for any enquiries.