

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/048954-2025>

Planning

Civils Maintenance Manual Authoring for Midland Metro Limited (MML)- Expression of Interest (EOI)

West Midlands Combined Authority

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

Notice identifier: 2025/S 000-048954

Procurement identifier (OCID): ocds-h6vhtk-058873

Published 14 August 2025, 6:10pm

Scope

Reference

MML0127

Description

Civils Maintenance Manual Authoring

Midland Metro Limited (MML) is seeking expressions of interest from suitably qualified and experienced suppliers to support the development of a new Civils Maintenance Manual for our internal maintenance team.

We currently operate with a legacy manual that is significantly outdated and lacking in structure, clarity, and usability. We are therefore looking for a supplier who can work closely with our in-house civils maintenance personnel to review existing practices, shadow operational activities, and translate these into a structured, practical and professional maintenance manual.

Scope of Work

The appointed supplier will be expected to:

Shadow members of the civils maintenance team to understand core tasks and methods of work.

Translate operational knowledge into clearly defined maintenance job cards, each including:

Task description

Tools and equipment

Safety precautions

Visual references or diagrams (where appropriate)

Estimated durations or resource requirements

Develop a maintenance frequency matrix (star chart) identifying what tasks are carried out, and at what frequency (daily, weekly, monthly, annually, etc.).

Include relevant generic safety guidance aligned to the team's use of plant and machinery.

Consult with the team to identify any new work activities or job types not previously documented and include these within the scope.

Provide iterations of the manual for team review and feedback, refining content accordingly.

Format the final document using a standardised template (to be provided by MML) to align with other maintenance manuals used across the organisation.

Offer, where possible, recommendations on best practice and additional resources that can support future training or safe system of work improvements.

Timescales

The final approved manual must be delivered no later than March 2026 (This is a key requirement of the work).

MML is seeking a supplier who can commence this work swiftly and progress at pace.

Supplier Requirements

Interested parties should be able to demonstrate:

Experience developing technical or operational maintenance documentation, preferably in an engineering, transport, or infrastructure environment.

Ability to engage with and shadow operational teams effectively.

Strong technical writing and document formatting skills.

Knowledge of maintenance best practice and safety in civil or infrastructure environments.

Please can you submit your interest by emailing the following contact by no later than the Friday 12th September 2025 12 noon.

Abdirahman Abdullahi - MML Procurement and Contracts Officer

Email: abdirahman.abdullahi@westmidlandsmetro.com

Contract dates (estimated)

- 3 November 2025 to 27 February 2026
- 3 months, 25 days

Main procurement category

Services

CPV classifications

- 71311000 - Civil engineering consultancy services
- 71311100 - Civil engineering support services
- 71311200 - Transport systems consultancy services

- 71311230 - Railway engineering services
- 71311300 - Infrastructure works consultancy services
- 71312000 - Structural engineering consultancy services
- 71315200 - Building consultancy services
- 71315210 - Building services consultancy services
- 71500000 - Construction-related services
- 72246000 - Systems consultancy services

Contract locations

- UKG - West Midlands (England)

Engagement

Engagement deadline

12 September 2025

Engagement process description

Civils Maintenance Manual Authoring

Midland Metro Limited (MML) is seeking expressions of interest from suitably qualified and experienced suppliers to support the development of a new Civils Maintenance Manual for our internal maintenance team.

We currently operate with a legacy manual that is significantly outdated and lacking in structure, clarity, and usability. We are therefore looking for a supplier who can work closely with our in-house civils maintenance personnel to review existing practices, shadow operational activities, and translate these into a structured, practical and

professional maintenance manual.

Scope of Work

The appointed supplier will be expected to:

Shadow members of the civils maintenance team to understand core tasks and methods of work.

Translate operational knowledge into clearly defined maintenance job cards, each including:

Task description

Tools and equipment

Safety precautions

Visual references or diagrams (where appropriate)

Estimated durations or resource requirements

Develop a maintenance frequency matrix (star chart) identifying what tasks are carried out, and at what frequency (daily, weekly, monthly, annually, etc.).

Include relevant generic safety guidance aligned to the team's use of plant and machinery.

Consult with the team to identify any new work activities or job types not previously documented and include these within the scope.

Provide iterations of the manual for team review and feedback, refining content accordingly.

Format the final document using a standardised template (to be provided by MML) to align with other maintenance manuals used across the organisation.

Offer, where possible, recommendations on best practice and additional resources that can support future training or safe system of work improvements.

Timescales

The final approved manual must be delivered no later than March 2026 (This is a key requirement of the work).

MML is seeking a supplier who can commence this work swiftly and progress at pace.

Supplier Requirements

Interested parties should be able to demonstrate:

Experience developing technical or operational maintenance documentation, preferably in an engineering, transport, or infrastructure environment.

Ability to engage with and shadow operational teams effectively.

Strong technical writing and document formatting skills.

Knowledge of maintenance best practice and safety in civil or infrastructure environments.

Please can you submit your interest by emailing the following contact by no later than the Friday 12th September 2025 12 noon.

Abdirahman Abdullahi - MML Procurement and Contracts Officer

Email: abdirahman.abdullahi@westmidlandsmetro.com

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Procedure

Special regime

Utilities

Contracting authority

West Midlands Combined Authority

- Public Procurement Organisation Number: PGMD-1353-PZVX

16 Summer Lane

Birmingham

B19 3SD

United Kingdom

Email: procurement.team@wmca.org.uk

Website: <http://www.WMCA.org.uk>

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government