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Tender

Repairs and Maintenance Contract

Salisbury City Council

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

Notice identifier: 2025/S 000-056611

Procurement identifier (OCID): ocds-h6vhtk-055a6c ([view related notices](#))

Published 15 September 2025, 2:42pm

Scope

Reference

EX27241

Description

SCC owns a number of properties and assets which require ongoing reactive maintenance and repair. The number of properties that fall under this heading are showing in Annex 5- Asset List.xlsx.

This requirement is being procured with the intention of achieving short, medium, and long term commercial efficiencies in respect of ongoing asset repair and maintenance for the Council.

As such, SCC are seeking a suitable supplier for the provision of a maintenance and repair service to meet these stated needs, as well as undertake various smaller Pre-Planned Maintenance (PPM) works / services on their estate, including listed building, work offices and public spaces, as listed below:

- Planned and reactive maintenance, including:

- Provision of a 'one stop shop' for works and repairs
- Electrical, plumbing etc
- Footpaths
- Buildings (including listed buildings)
- Public conveniences
- Parks and Open Spaces

Total value (estimated)

- £4,500,000 excluding VAT
- £5,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 31 December 2030
- 5 years

Main procurement category

Services

CPV classifications

- 50000000 - Repair and maintenance services

Contract locations

- UKK15 - Wiltshire CC

Justification for not using lots

There are several areas to consider when looking at deciding whether to look at lotting a contract. An overview of the pros and cons for multi-lotted contracts are:

Pros:

- **Reduced Risk of Supply Chain Disruption** - Spreading the work across multiple suppliers reduces the impact of any single supplier's problems.
- **Increased Competition** - Encourages more suppliers to participate, potentially leading to better pricing and innovation.
- **Opportunity for SMEs** - Splitting contracts into lots can make it easier for smaller businesses to compete for contracts.
- **Flexibility and Innovation** - Different suppliers may offer varied approaches, allowing for experimentation and potentially better solutions.

Cons:

- **More Complex Procurement** - Requires managing multiple contracts and suppliers, increasing administrative burden.
- **Higher Procurement Costs** - Multiple tendering processes and contract management can be more expensive.
- **Potential for Inconsistent Quality** - Different suppliers may have varying standards, requiring closer monitoring.
- **Reduced Economies of Scale** - Smaller contract lots may limit the potential for volume discounts.

Lotting types

- by geographical coverage
- by trade type

SCC considered all the above when looking at this contract and opted for the single supplier approach, as previously stated. a single supplier contract allows for a consistent approach to quality through their own supply chain.

Salisbury location is too small an area to be consider a geographical lotting. Whilst trade could be done, this introduces the risk of passing blame, as well as increased administrative burden and disproportionately complex procurement processes.

Participation

Legal and financial capacity conditions of participation

N/A

Technical ability conditions of participation

Technical & Professional Ability

Please provide details of two separate contracts to meet the technical and professional ability criteria set out in the procurement documents, in any combination from either the public or private sectors; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Where this procurement is for supplies or services, the examples must be from the past three years. Where this procurement is for works, the examples may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below. We reserve the right to use the information provided to undertake due diligence and to assure ourselves that the information is accurate. Should it be found that any of the information is false or misleading, the bid will be rejected.

For consortium bids, or where you have indicated that you are relying on a particular member or a subcontractor in order to meet the technical and professional ability, you should provide relevant examples of where the consortium/particular member/subcontractors have delivered similar requirements. If this is not possible (e.g.

the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or members of the Special Purpose Vehicle or subcontractors (three examples are not required from each member). Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or subcontractor(s) who will deliver the contract.

Please provide details of one successfully completed contract for each of the following requirements;

1) Proven experience of maintaining and repairing Grade I, Grade II, or Grade II listed buildings using traditional methods and materials appropriate to the historic fabric for a contract with a minimum duration of 1 year and a minimum contract value of £250,000.

For the example you give, you must (in addition to the information requested below for provided examples):

- A detailed understanding of conservation principles and statutory requirements relevant to Grade I, Grade II, or Grade II listed buildings.
- How you will ensure employment of appropriately qualified heritage specialists (e.g., RICS Conservation-accredited surveyors, RIBA Conservation Architects, or equivalent) where applicable.

2) Experience of maintaining and repairing buildings for an organisation with a number of buildings greater than 20 as part of the contract, for a minimum contract duration of 2 years, and a minimum value of £500,000.

Both contract examples must be within the previous 3 years for services; and the previous 5 years for works.

Please ensure the below information is included in the response, for each contract:

- Name of the customer organisation who signed the contract
- Name, position and contact details (inc. email) of the supplier who signed the contract
- Description of the contract including start and completion dates and estimated contract value

A Pass will be awarded if all the following points are met for both of the contracts you submit as part of your response to this question.

- They have been awarded or performed in the last three years for services; five years for works, and
- They meet the stated required length, and
- They meet the stated minimum value, and

for Question 1:

- Evidences experience working on Grade I, Grade II, or Grade II listed buildings listed buildings, and
- The process for ensuring employment of appropriately qualified heritage specialists, and

for Question 2:

- Evidences experience relating to contracting with an organisation that manages a building number of greater than 20.

A Fail will be awarded if any of the contracts:

- Are not in the last three years for services; five years for works, or
- Does not meet the required length, or
- Does not meet the minimum value, or

for Question 1:

- Does not evidence experience working on Grade I, Grade II, or Grade II listed buildings listed buildings, and
- Does not evidence process for ensuring employment of appropriately qualified heritage specialists, or

for Question 2:

- Does not evidence the experience relating to contracting with an organisation that manages a building number of greater than 20.
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Submission

Enquiry deadline

6 October 2025, 5:00pm

Tender submission deadline

15 October 2025, 2:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/hampshire.aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

8 December 2025

Award criteria

Name	Description	Type
Quality criterion 1 (Lot 0)	Continuous Service Improvement - 100 points available	Quality
Quality criterion 2 (Lot 0)	Stakeholder Engagement - 200 points available	Quality
Quality criterion 3 (Lot 0)	Out of Hours Support - 250 points available	Quality
Quality criterion 4 (Lot 0)	Operational Quality Monitoring - 500 points available	Quality
Quality criterion 5 (Lot 0)	Staffing - 350 points available	Quality
Quality criterion 6 (Lot 0)	Cost Management - 250 points available	Quality
Quality criterion 7 (Lot 0)	Modern Slavery and Social Value - 100 points available	Quality
Quality criterion 8 (Lot 0)	Risk and Mitigations - 100 points available	Quality
Price criterion 1 (Lot 0)	Total price submitted in Annex 2 - Schedule of Works will be used in the PpQP calculation	Price

Weighting description

In line with the PpQP approach, each question is allocated points based on importance to the Authority.

Other information

Payment terms

Standard 30 day terms will apply.

Invoices emailed through to facilities@salisburycitycouncil.gov.uk.

In the first instance any disputes would go via dedicated contacts. If a resolution cannot be agreed then the escalation point would be to the Head of Service and the Responsible

Finance Officer.

Description of risks to contract performance

INCREASED COSTS

Risk - As with any services and supply of goods contracts that require an extensive range of goods and rely on supply chains, there is a risk of costs increasing and being passed through the supply chain, resulting in a compound increase affect.

Mitigation - This will need to be managed by regular meeting with suppliers and the Authority to deem what is the most appropriate course of action. A contingency figure will be built into the contract for any potential cost rises over the contractual period. Prices submitted can only increase inline with CPI and not without approval from SCC. Suppliers will be required to have an open book costing arrangement to ensure transparency.

SINGLE SUPPLIER CONTRACT

Risk - The use of a single supplier potentially exposes the council to over-reliance on one supplier, who may not perform the contract adequately.

Mitigation - The below KPI's have been included to manage performance and mitigate this risk and to support supplier performance.

Response Time Compliance

KPI: 95% of all emergency callouts addressed within 4 hours.

Completion Rates

KPI: 90% of reactive maintenance tasks completed within the prescribed timeframes (Emergency: 4 hours, Urgent: 24 hours, Routine: 5 days, Special Circumstances: 30 days).

First-Visit Resolution

KPI: 85% of reactive maintenance and repairs resolved during the first visit.

Preventative Maintenance (PPM) Completion

KPI: 100% of scheduled PPM tasks completed within the agreed schedule each quarter.

Reporting Accuracy

KPI: 100% Submission of complete and accurate monthly MI / spend reports and invoices by the 5th working day of each month, as required in Section 4 of the specification.

Health and Safety Compliance

KPI: Zero major health and safety violations identified during audits.

Customer Feedback

KPI: Achieve a 90% satisfaction rate in quarterly customer satisfaction surveys conducted by Salisbury City Council.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Salisbury City Council

- Public Procurement Organisation Number: PMTB-3924-HHHTH

The Guildhall, Market Place

Salisbury

SP1 1JH

United Kingdom

Contact name: Craig Anderson-Jones

Email: procurement.support@hants.gov.uk

Website: <https://salisburycitycouncil.gov.uk/>

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - sub-central government