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Tender

Repairs, Maintenance and Empty Homes

ORBIT GROUP LIMITED

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

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Changes to notice

This notice has been edited. The [previous version](#) is still available.

Description on award criteria refining has been added in 'Competitive flexible procedure description' on the 'Procedure' section.

Scope

Description

Orbit is seeking to procure solutions for its Repairs, Maintenance and Empty Homes

requirements (the Works), to its housing stock in the Midlands, South and East of England.

Orbit intend to award 2 contracts per region, with responsibilities divided between the contractors as follows:

- Minor Repairs & Empty Homes, or "Workstream 1"
- Major Repairs & Overflow, or "Workstream 2"

The contracts will be for an initial term of five (5) years with option to extend for a period of two (2) periods of one (1) year, giving a total of seven (7) years.

The estimated contract value for all Lots across both Workstreams for the maximum seven (7) years is £264.5million.

The scope of the Works includes, but is not limited to:

- Emergency Repairs; requiring emergency attendance in 4 hours or 24 hours to make safe or carry out repairs, such as uncontrollable leaks and security or health and safety concerns.
- Routine Repairs; day-to-day maintenance work, including emergency and urgent works.
- Statutory and other regulated works; this workstream requires the capability to remove an associated risk within 24hrs of a report.
- Major Repairs; more than a routine repair, normally requiring more than three trades and more time to complete the job.
- Empty Homes Repairs; including preparation of the empty property for new customers and refurbishment where required.
- Damp and Mould Works; specified works to be carried out in accordance with Awaab's Law time limits.

Total value (estimated)

- £264,511,681 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2027 to 31 March 2032
- Possible extension to 31 March 2034
- 7 years

Description of possible extension:

The contracts will be for an initial term of five (5) years with option to extend for a period of two (2) periods of one (1) year, giving a total of seven (7) years. Any extension will be made at Orbit's sole discretion and will depend (amongst other things) on contractor performance and customer satisfaction.

Main procurement category

Works

CPV classifications

- 45300000 - Building installation work
- 50000000 - Repair and maintenance services

Lot constraints

Maximum number of lots a supplier can be awarded: 5

Description of how multiple lots may be awarded:

- Bids can be made by a bidder for all lots.
- A bidder cannot be awarded both "Minor Repairs & Empty Homes" and "Major Repairs & Overflow" for the same region, i.e. a bidder can be awarded Lot 1 and Lot 7, but cannot

be awarded Lot 1 and Lot 6, as these relate to the same geography.

- A bidder can be awarded more than one region/lot under either "Minor Repairs & Empty Homes" or "Major Repairs & Overflow".
- Lots will be allocated in numerical order, i.e. a successful bidder in both Lot 1 and Lot 6 will only be awarded Lot 1.
- As a result of the above, the maximum number of lots a bidder can win is 5

Further details will be set out in the Descriptive Document.

The client reserves the right to modify the contract throughout the term.

Lot 1. Minor Repairs & Empty Homes - Region 1 (Stratford & South Midlands)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 1" in "Region 1" are envisaged to include:

- Emergency Repairs; requiring emergency attendance in 4 hours or 24 hours to make safe or carry out repairs, such as uncontrollable leaks and security or health and safety concerns.
- Routine Repairs; day-to-day maintenance work, including emergency and urgent works.
- Statutory and other regulated works; this workstream requires the capability to remove an associated risk within 24hrs of a report.
- Minor Repairs & Empty Homes Repairs; including preparation of the empty property for new customers and refurbishment where required.

- Damp and Mould Works; specified works to be carried out in accordance with Awaab's Law time limits.

Lot value (estimated)

- £49,047,887 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Minor Repairs & Empty Homes - Region 2 (Central & East Midlands)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 1" in "Region 2" are envisaged to include:

- Emergency Repairs; requiring emergency attendance in 4 hours or 24 hours to make safe or carry out repairs, such as uncontrollable leaks and security or health and safety concerns.
- Routine Repairs; day-to-day maintenance work, including emergency and urgent works.
- Statutory and other regulated works; this workstream requires the capability to remove an associated risk within 24hrs of a report.
- Empty Homes Repairs; including preparation of the empty property for new customers and refurbishment where required.
- Damp and Mould Works; specified works to be carried out in accordance with Awaab's Law time limits.

Lot value (estimated)

- £56,945,322 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Minor Repairs & Empty Homes - Region 3 (East Anglia)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 1" in "Region 3" are envisaged to include:

- Emergency Repairs; requiring emergency attendance in 4 hours or 24 hours to make safe or carry out repairs, such as uncontrollable leaks and security or health and safety concerns.
- Routine Repairs; day-to-day maintenance work, including emergency and urgent works.
- Statutory and other regulated works; this workstream requires the capability to remove an associated risk within 24hrs of a report.
- Empty Homes Repairs; including preparation of the empty property for new customers and refurbishment where required.
- Damp and Mould Works; specified works to be carried out in accordance with Awaab's Law time limits.

Lot value (estimated)

- £27,804,644 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Minor Repairs & Empty Homes - Region 4 (London & Bexley)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 1" in "Region 4" are envisaged to include:

- Emergency Repairs; requiring emergency attendance in 4 hours or 24 hours to make safe or carry out repairs, such as uncontrollable leaks and security or health and safety concerns.
- Routine Repairs; day-to-day maintenance work, including emergency and urgent works.
- Statutory and other regulated works; this workstream requires the capability to remove an associated risk within 24hrs of a report.
- Empty Homes Repairs; including preparation of the empty property for new customers and refurbishment where required.
- Damp and Mould Works; specified works to be carried out in accordance with Awaab's Law time limits.

Lot value (estimated)

- £42,144,151 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are

the same for all lots.

Lot 5. Minor Repairs & Empty Homes - Region 5 (Sussex, Surrey & South)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 1" in "Region 5" are envisaged to include:

- Emergency Repairs; requiring emergency attendance in 4 hours or 24 hours to make safe or carry out repairs, such as uncontrollable leaks and security or health and safety concerns.
- Routine Repairs; day-to-day maintenance work, including emergency and urgent works.
- Statutory and other regulated works; this workstream requires the capability to remove an associated risk within 24hrs of a report.
- Empty Homes Repairs; including preparation of the empty property for new customers and refurbishment where required.
- Damp and Mould Works; specified works to be carried out in accordance with Awaab's Law time limits.

Lot value (estimated)

- £40,367,796 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 6. Major Repairs & Overflow - Region 1 (Stratford & South Midlands)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 2" in "Region 1" are envisaged to include:

- Major Repairs; more than a routine repair, normally requiring more than three trades, or costs more than £2500, or over eight hours' work
- Orbit have determined that in order to ensure excellent service for our customers in line with our Commitments and Values, an "Overflow Model" is preferred.

The "Overflow Model" will allow Orbit to divert 'core trade' and voids works from the "Workstream 1"/Minor Repairs & Empty Homes contractor (Lots 1-5) to the "Workstream 2"/Major Repairs & Overflow contractor (Lots 6-10) in cases of high levels of work in progress or poor performance that present a threat to our ambitions and objectives.

This is proposed to ensure the best experience for our customers and in recognition that there may be peaks in activity which challenge Provider's resource models.

Lot value (estimated)

- £8,351,169 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 7. Major Repairs & Overflow - Region 2 (Central & East Midlands)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 2" in "Region 2" are envisaged to include:

- Major Repairs; more than a routine repair, normally requiring more than three trades, or costs more than £2500, or over eight hours' work
- Orbit have determined that in order to ensure excellent service for our customers in line with our Commitments and Values, an "Overflow Model" is preferred.

The "Overflow Model" will allow Orbit to divert 'core trade' and voids works from the "Workstream 1"/Minor Repairs & Empty Homes contractor (Lots 1-5) to the "Workstream 2"/Major Repairs & Overflow contractor (Lots 6-10) in cases of high levels of work in progress or poor performance that present a threat to our ambitions and objectives.

This is proposed to ensure the best experience for our customers and in recognition that there may be peaks in activity which challenge Provider's resource models.

Lot value (estimated)

- £10,213,459 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 8. Major Repairs & Overflow - Region 3 (East Anglia)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 2" in "Region 3" are envisaged to include:

- Major Repairs; more than a routine repair, normally requiring more than three trades, or

costs more than £2500, or over eight hours' work.

- Orbit have determined that in order to ensure excellent service for our customers in line with our Commitments and Values, an "Overflow Model" is preferred.

The "Overflow Model" will allow Orbit to divert 'core trade' and voids works from the "Workstream 1"/Minor Repairs & Empty Homes contractor (Lots 1-5) to the "Workstream 2"/Major Repairs & Overflow contractor (Lots 6-10) in cases of high levels of work in progress or poor performance that present a threat to our ambitions and objectives.

This is proposed to ensure the best experience for our customers and in recognition that there may be peaks in activity which challenge Provider's resource models.

Lot value (estimated)

- £5,275,544 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 9. Major Repairs & Overflow - Region 4 (London & Bexley)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 2" in "Region 4" are envisaged to include:

- Major Repairs; more than a routine repair, normally requiring more than three trades, or costs more than £2500, or over eight hours' work.
- Orbit have determined that in order to ensure excellent service for our customers in line with our Commitments and Values, an "Overflow Model" is preferred.

The "Overflow Model" will allow Orbit to divert 'core trade' and voids works from the

"Workstream 1"/Minor Repairs & Empty Homes contractor (Lots 1-5) to the "Workstream 2"/Major Repairs & Overflow contractor (Lots 6-10) in cases of high levels of work in progress or poor performance that present a threat to our ambitions and objectives.

This is proposed to ensure the best experience for our customers and in recognition that there may be peaks in activity which challenge Provider's resource models.

Lot value (estimated)

- £14,268,536 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 10. Major Repairs & Overflow - Region 5 (Sussex, Surrey & South)

Description

The Works in detail that will fall within scope of the procurement for "Workstream 2" in "Region 5" are envisaged to include:

- Major Repairs; more than a routine repair, normally requiring more than three trades, or costs more than £2500, or over eight hours' work.
- Orbit have determined that in order to ensure excellent service for our customers in line with our Commitments and Values, an "Overflow Model" is preferred.

The "Overflow Model" will allow Orbit to divert 'core trade' and voids works from the "Workstream 1"/Minor Repairs & Empty Homes contractor (Lots 1-5) to the "Workstream 2"/Major Repairs & Overflow contractor (Lots 6-10) in cases of high levels of work in progress or poor performance that present a threat to our ambitions and objectives.

This is proposed to ensure the best experience for our customers and in recognition that

there may be peaks in activity which challenge Provider's resource models.

Lot value (estimated)

- £10,093,173 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Minor Repairs & Empty Homes - Region 1 (Stratford & South Midlands)

Lot 2. Minor Repairs & Empty Homes - Region 2 (Central & East Midlands)

Lot 3. Minor Repairs & Empty Homes - Region 3 (East Anglia)

Lot 4. Minor Repairs & Empty Homes - Region 4 (London & Bexley)

Lot 5. Minor Repairs & Empty Homes - Region 5 (Sussex, Surrey & South)

Lot 6. Major Repairs & Overflow - Region 1 (Stratford & South Midlands)

Lot 7. Major Repairs & Overflow - Region 2 (Central & East Midlands)

Lot 8. Major Repairs & Overflow - Region 3 (East Anglia)

Lot 9. Major Repairs & Overflow - Region 4 (London & Bexley)

Lot 10. Major Repairs & Overflow - Region 5 (Sussex, Surrey & South)

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

12 November 2025, 12:00pm

Submission type

Requests to participate

Deadline for requests to participate

19 November 2025, 12:00pm

Submission address and any special instructions

All tender documents will be made available via the ProContract portal:

<https://procontract.due-north.com/Login>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

31 July 2026

Recurring procurement

Publication date of next tender notice (estimated): 30 September 2030

Award criteria

Name	Type	Weighting
Quality	Quality	70%
Price	Price	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Orbit will undertake an initial shortlisting stage for all of the expressions of interest received.

The top 5 bidders per Lot will then receive the full tender pack, to submit an initial bid.

Orbit will conduct the Competitive Flexible Procedure to include, but not limited to the following stages;

1. Shortlisting
2. Initial Tender Submission
3. Discussion Meetings
4. Contract Mark-Ups
5. Final Tender Submission

After the final evaluation on the basis of Quality at 70% and Price at 30%, bidders will be notified of the award.

Orbit intends to rely on section 24 of the Procurement Act 2023 to:

- refine the indication of the relative importance of award criteria in accordance with section 24(2) of the Procurement Act 2023; and
- to make such other refinements to the award criteria as it deems suitable prior to the request for final tenders (subject always to complying with its duties in section 12 of the Procurement Act 2023).

In light of the above, weightings for sub-criteria within quality (to remain with a weighting of 70% overall) will be detailed in the invitation to tender by way of ranges (as is permitted under section 23(3)(b) of the Procurement Act 2023) and refined prior to requests for final tenders.

Orbit shall, in accordance with section 24(4) of the Procurement Act 2023 modify and republish or provide again the tender notice and any associated tender documents affected by refinements under this section.

Contracting authority

ORBIT GROUP LIMITED

- Companies House: IP28503R
- Public Procurement Organisation Number: PDDL-8571-LDGT

Garden Court, Harry Weston Road, Binley Business Park, Binley

Coventry

CV3 2SU

United Kingdom

Email: group.tenders@orbit.org.uk

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government