

**United Kingdom-Belfast: Lift-maintenance services**

OJ S 56/2017 21/03/2017

Contract notice

Services

**Directive 2004/18/EC****Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: ACCORD Maintenance Procurement Group on behalf of its members Alpha Housing (Northern Ireland) Ltd, Habinteg Housing Association (Ulster) Ltd, Radius (previously Fold and Helm) Hosuing Association Ltd and Triangle Housing Association Ltd

Postal address: 6 Edgewater Road

Town: Belfast

Postal code: BT3 9JQ

Country: United Kingdom

Contact person: Rand Associates Consultancy Services Ltd UKN

For the attention of: David Miller

E-mail: [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk)

Telephone: +44 01737249475

Fax: +44 01737242012

**Internet address(es):**General address of the contracting authority: [www.alphahousingni.org](http://www.alphahousingni.org)Address of the buyer profile: [www.alphahousingni.org](http://www.alphahousingni.org)**Additional information can be obtained from:**

Official name: Rand Associates Consultancy Services Ltd

Postal address: Bell House, 107 Bell Street

Town: Reigate

Postal code: RH2 7JB

Country: United Kingdom

For the attention of: David Miller

E-mail: [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk)

Telephone: +44 01737249475

Fax: +44 01737242012

Internet address: <https://etenders.rand-associates.co.uk>**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

Official name: Rand Associates Consultancy Services Ltd

Postal address: Bell House, 107 Bell Street

Town: Reigate

Postal code: RH2 7JB

Country: United Kingdom

For the attention of: David Miller

E-mail: [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk)

Telephone: +44 01737249475

Fax: +44 01737242012

Internet address: <https://etenders.rand-associates.co.uk>

**Tenders or requests to participate must be submitted:** Official name: Rand Associates  
Consultancy Services Ltd  
Postal address: Bell House, 107 Bell Street  
Town: Reigate  
Postal code: RH2 7JB  
Country: United Kingdom  
For the attention of: David Miller  
E-mail: [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk)  
Telephone: +44 01737249475  
Fax: +44 01737242012  
Internet address: <https://etenders.rand-associates.co.uk>

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Housing and community amenities

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

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**Section II: Object of the contract**

**II.1. Description**

**II.1.1. Title attributed to the contract by the contracting authority**

Passenger, Stairlift and Disability Hoists and Equipment Service and Maintenance Contract.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 1: Maintenance and repair services

Main site or place of performance: Various schemes in Northern Ireland.

NUTS code UKN Northern Ireland

**II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

**II.1.4. Information about framework agreement**

**II.1.5. Short description of the contract or purchase(s)**

The Contracting Authorities (Alpha Housing (Northern Ireland) Ltd, Habinteg Housing Association (Ulster) Ltd, Radius (formerly Fold and Helm) Housing Association Ltd and Triangle Housing Association Ltd will each award individual contracts) own and manage general needs, sheltered and supported housing schemes in and around Northern Ireland. The Contracting Authorities joint mission is to create strong and sustainable communities where people flourish and they are committed to making a positive difference to peoples' lives. The quality of the Passenger Lift, Stairlifts and Disability Hoists and Equipment maintenance services the Contracting Authorities provide is therefore of paramount importance in ensuring customer satisfaction in the services they deliver. The Contracting Authorities are seeking therefore to appoint a Service Provider who can deliver Passenger Lift, Stairlifts and Disability Hoists and Equipment maintenance services to the highest possible standards and can demonstrate to the satisfaction of the Contracting Authorities a proven track record in the delivery of these services.

Expressions of interest are welcome from not only suitable Service Providers but also social enterprises providing they are able to comply with the minimum levels for participation as set out herewith.

The successful Service Provider must be able to show a commitment to providing effective services that provide value for money to the Contracting Authority and its tenants and customers. The successful Service Provider will need to have demonstrated a commitment to addressing welfare to work / worklessness, focussing on the young and long term unemployed on estates. The Contracting Authorities will also be seeking to encourage the Service Provider to engage with social enterprises in the delivery of services and will require the successful Service Provider to co-operate with the Contracting Authorities in working towards a partnership approach to operating the service and managing the contract.

The Contract will be for 36 months commencing on or about the 1.6.2017 and with the option for an extension to this initial period for a period of up to a further 24 months all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators, and with further options to extend on an annual basis for up to an additional 2 years

The Contracting Authority reserves the right to withdraw from this procurement procedure at anytime without awarding a contract. Applicants are to be responsible for all of the costs and expenses they incur as a result of participating in this procurement process irrespective of whether the procedure is completed or is abandoned without any appointment.

Tenderers should note that, during the Contract period, other Department for Social Development Registered Housing Associations in Northern Ireland may join the Contracting Authorities by acceding to the Contract and require Works to be provided to them under the Contract. For a list of all Registered Housing Associations that may potentially seek to use this Contract, Tenderers should refer to the Department for Social Development website [www.dsdni.gov.uk](http://www.dsdni.gov.uk).

**II.1.6. CPV code(s)**

50750000 Lift-maintenance services, 51511100 Installation services of lifting equipment

**II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

**II.1.8. Lots**

This contract is divided into lots: no

**II.1.9. Information about variants**

Variants will be accepted: no

**II.2. Scope of the procurement**

**II.2.1. Total quantity or scope**

The Contracting Authorities are seeking a Service Provider to provide Passenger Lift, Stairlifts and Disability Hoists and Equipment maintenance services to their various schemes located in Northern Ireland. The total property portfolio comprises general needs, sheltered, and supported housing schemes in receipt of Passenger Lift, Stairlifts and Disability Hoists and Equipment maintenance services. Full details of all schemes that receive Passenger Lift, Stairlifts and Disability Hoists and Equipment maintenance services and which are to be included in the proposed contract are provided in the tender documents. Units and schemes may be added or deleted both prior to tender and during the contract period in accordance with the development and acquisitions/disposals programme.

The proposed scope of the Passenger Lift, Stairlifts and Disability Hoists and Equipment

maintenance services will include periodic inspections, servicing and routine maintenance, responsive maintenance including 24/7 out of hours emergency call-outs and repairs to breakdowns during and outside normal working hours, including ad-hoc refurbishment, upgrades and renewals to principal components in respect of the passenger lifts, the maintenance of stairlifts, and other disability lifts, hoists and equipment, including the installation of stairlifts, through floor lifts etc.

Further comprehensive details of the scope of Grounds Maintenance services is provided in the Procurement Documentation.

Service Provider(s) must be able to show a commitment to providing effective services that provide value for money. The proposed contract period will be 36 months commencing on or about the 1.6.2017 and with the option for an extension to this initial period for a period of up to a further 24 months all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators, and the option to extend for a further 2 years by one or more annual extensions.

The Service Provider(s) will be required to provide a customer focused service and show commitment to providing effective services that provide value for money to the Contracting Authority and their residents and must be responsive to achieve collaborative working practises, innovation and continuous improvement.

TUPE may apply in respect of contractors currently undertaking the service.

The Contract will be based on the NHF 2011 Form of Contract 2011 (Rev 4:2016) (Communal Mechanical and Electrical) incorporating aspects of the M3NHF Schedule of Rates: Lift Maintenance Version 7

The core services have an estimated value of approximately 185 000 GBP per annum.

Optional services and responsive maintenance in connection with the Core Services may be procured at the discretion of the Contracting Authority, there will be no guarantee as to the minimum value of the optional services and responsive maintenance, the optional services and responsive maintenance have an estimated annual value up to approximately 225 000 GBP.

Estimated value excluding VAT:

Range: between 1 295 000 and 4 100 000 GBP

## **II.2.2. Information about options**

Options: yes

Description of options: The Contracting Authorities will have the Option to extend the Contract Period from its initial 36-month term by a further period of up to 24 months by means of 1 or more extensions, and by a further period of up to 24 months by means of 1 or more annual extensions.

Provisional timetable for recourse to these options:  
in months: 36 (from the award of the contract)

## **II.2.3. Information about renewals**

This contract is subject to renewal: no

## **II.3. Duration of the contract or time limit for completion**

Duration in months: 84 (from the award of the contract)

# **Section III: Legal, economic, financial and technical information**

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## **III.1. Conditions related to the contract**

### **III.1.1.**

## **Deposits and guarantees required**

Any deposits, bonds or guarantees required by the Contracting Authorities are set out in the Procurement Documents..

### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

As detailed in the Procurement Documents.

### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Where Economic Operators intend to form a consortium they may be required to incorporate a company to form a special purpose vehicle. Economic Operators forming a consortium will be expected to have joint and several liability.

### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Details of any conditions are set out in the Procurement Documents, these may include conditions relating to environmental and social requirements.

## **III.2. Conditions for participation**

### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: All Economic Operators that respond to this notice will receive as part of the Procurement Documentation, a Financial, and Technical Capacity and Capability Statement to be completed requiring financial and technical capacity data,

### **III.2.2. Economic and financial ability**

List and brief description of conditions: The information and formalities set out in Article 47 of Directive 2004/18/EC of the European Parliament and of the Council and the Public Contracts Regulations 2015. These requirements are set out in the Statement referred to in 111.2.1 above.

Minimum level(s) of standards possibly required: (if applicable).

These are set out in the Statement.

Minimum level(s) of standards possibly required: A minimum annual turnover of 750 000 GBP.

### **III.2.3. Technical and professional ability**

List and brief description of conditions:

The information and formalities set out in Article 48 of Directive 2004/18/EC of the European Parliament and of the Council and the Public Contracts Regulations 2015. These requirements are set out in the Statement referred to in 111.2.1.

Minimum level(s) of standards possibly required:

These are set out in the Statement.

### **III.2.4. Information about reserved contracts**

## **III.3. Conditions specific to services contracts**

### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## Section IV: Procedure

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### IV.1. Type of procedure

#### IV.1.1. Type of procedure

Open

#### IV.1.2. Information about the limits on the number of candidates to be invited

#### IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

### IV.2. Award criteria

#### IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### IV.2.2. Information about electronic auction

An electronic auction will be used: no

### IV.3. Administrative information

#### IV.3.1. File reference number attributed by the contracting authority

#### IV.3.2. Previous publication concerning this procedure

no

#### IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 14.4.2017  
Payable documents: no

#### IV.3.4. Time limit for receipt of tenders or requests to participate

21.4.2017 - 13:00

#### IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

#### IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

#### IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

#### IV.3.8. Conditions for opening of tenders

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **VI.3. Additional information**

Economic operators are advised that TUPE provisions may apply in respect of this procurement.

All documentation can be downloaded from <https://etenders.rand-associates.co.uk>, eTenders @Rand is Rand Associates Consultancy Services Ltd's e-procurement portal (the 'Portal') for downloading/submission of tender documentation, and communicating requests for and responses to clarification.

All requests for Procurement Documentation, communications and submissions of Tenders must be made via the Portal, which can be accessed at <https://etenders.rand-associates.co.uk>. After creating an account on [eTenders@Rand](mailto:eTenders@Rand), users will receive an email with a link to activate their account.

Once activated and logged in, users will need the following code to register for the Tender Documentation: ACCORDLM1.

Economic operators may seek clarification where they consider any part of the documentation or any other aspect of this procurement is unclear. All queries and any clarification must be communicated using the secure email messaging function within the Portal, but to be received no later than 17:00 on 14.4.2017. This will provide an audit trail of all clarification requests and responses issued. It will not be possible to respond to any queries received after that stipulated date and time.

It is the economic operators' responsibility to regularly monitor communications raised and issued through the Portal. Responses to requests for clarification will be communicated by Rand Associates Consultancy Services Ltd to all economic operators through the Portal secure email messaging system. The identity of the economic operator seeking clarification will not be disclosed to other economic operators.

When uploading Tender Documentation, economic operators must be aware of any speed limitations of their internet connection, system configuration and general web traffic etc. as these may impact on the time taken to complete the transaction. Uploading of submissions must be completed by the deadline closing date and time. Do not wait until too near the closing time on the return date. The closing deadline for uploading completed Tender submissions is 21.4.2017 at 13:00 Please note that the Portal will not permit tender submissions to be uploaded after the closing deadline. Tender submission documents will be visible to ACCORD and Rand Associates Consultancy Services Ltd only after the closing deadline.

Should users have any queries, or experience difficulties with the registration or download /upload system, they should contact the [eTenders@Rand](mailto:eTenders@Rand) helpdesk by calling +44 (0)1737 225 077 (ask for Paul Dugdale or Jonathan Case) or email [eTenders@rand-associates.co.uk](mailto:eTenders@rand-associates.co.uk).

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Royal Courts of Justice

Postal address: Chichester Street

Town: Belfast

Postal code: BT1 3JF

Country: United Kingdom

#### **Body responsible for mediation procedures**

Official name: Royal Courts of Justice

Postal address: Chichester Street

Town: Belfast

Postal code: BT1 3JF  
Country: United Kingdom

#### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: The Contracting Authorities will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers.

If an appeal regarding the award of a contract has not been successfully resolved, the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk to take action in the High Court (Northern Ireland). Any such action must be brought within 3 months. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the Contracting authority to amend any document and may award damages. If the Contract has been entered into the Court may only award damages or, where the contract award procedures have not been followed correctly, declare the contract to be 'in effective'.

#### **VI.4.3. Service from which information about the review procedure may be obtained**

Official name: ERG Service Desk, Cabinet Office  
Postal address: Roseberry Court, St Andrews Business Park  
Town: Norwich  
Postal code: NR7 0HS  
Country: United Kingdom  
E-mail: [servicedesk@cabinet-office.gsi.gov.uk](mailto:servicedesk@cabinet-office.gsi.gov.uk)  
Telephone: +44 8450004999

#### **VI.5. Date of dispatch of this notice**

19.3.2017