

United Kingdom-Birmingham: Repair and maintenance services
OJ S 95/2015 19/05/2015
Contract award notice
Works

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: WMCOE — Midland Heart
Postal address: 20 Bath Row
Town: Birmingham
Postal code: B15 1LZ
Country: United Kingdom
For the attention of: Keilah Ami
E-mail: ami.keilah@midlandheart.org.uk
Telephone: +44 12134567

I.2. Type of the contracting authority

National or federal agency/office

I.3. Main activity

Housing and community amenities

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

Section II: Object of the contract

II.1. Description

II.1.1. Title

Responsive Repairs and Void Maintenance Services for Care and Support and Commercial.

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

Works

Realisation, by whatever means of work, corresponding to the requirements specified by the contracting authorities

Main site or place of performance: Midlands.

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

Midland Heart would like to invite tenders from suitably qualified/experienced companies for the provision of a comprehensive, directly delivered, responsive repairs and voids maintenance service for its portfolio of Care and Support and Commercial Services properties. Midland Heart currently operates in the areas of 54 local authorities, providing and maintaining homes for more than 70 000 people and, managing over 31 000 properties.

The contract will be split into 2 Lots. Lot 1 will be for all Care and Support Services properties and Lot 2 will be for all Commercial properties. Potential suppliers can bid for either 1 or both Lots. Please identify the lot(s) you are interested in and provide a submission.

The Contractor(s) will be required to show commitment to provide a customer focussed, effective service that provides value for money to Midland Heart and its customers, it must also be responsive to achieve collaborative working practices, innovation and continuous improvement.

The Contractor(s) will be required to operate at a 100 % repairs by appointment slot system with appointments being made by the Contractor(s) once the job is notified via interface by the Contractor(s). The Contractor(s) must show a commitment to maintaining and improving Midland Hearts excellent performance in relation to customer satisfaction, best value and other local performance indicators. Midland Heart will require the Contractor(s) to provide dedicated staff to deal with the day-to-day operations of the Contract and employ predominately local and preferably directly employed labour to carry out the work.

The Contractor(s) will also be required to provide and maintain the use of modern, up-to-date, ICT technology and business systems for the end to end management and delivery of the Contract service; including a suitable and compatible direct IT link in order to interface with Midland Heart's Northgate repairs system.

Applicants are advised that TUPE will not apply and that there is no guarantee of work to this Contract.

The contract duration will be for a period of 3 years.

Care and Support Properties:

Midland Heart Care and Support services provides over 1 500 000 hours of care and support to 7 000 customers 24 hours per day 365 days per year.

This support is provided within a number of different types of accommodation. Customers receive care and support whether in their own home or in specifically designed supported housing accommodation.

The service required will comprise of a day to day non emergency and emergency responsive repairs and void maintenance call out of work, to be carried out to occupied and non occupied properties which includes independent self contained properties to large purpose built hostels and residential services of which 1 488 units inclusive of blocks and communal areas for supporting housing in Birmingham and 1 080 units, inclusive of blocks and communal area in Coventry (Note: where there are hard landscaping issues such as repairs to paths, fencing etc. the general responsive repairs Contractor(s) may be used. These are a variety of regulated and non regulated services with both local authority commissioners and the Care Quality Commission (CQC).

Care and Support also provide a wide and varied property portfolio to managing agents delivering similar care and support services to vulnerable customers within our housing stock. Midland Heart are committed to provide services to some of the most vulnerable individuals in society by creating an environment where people can transform their lives, and maximise their independence.

Commercial Properties:

Midland Heart Facilities Management manages a range of support services to 9 Regional Offices. These offices include the Birmingham Head Office at Bath Row in addition to providing Property Management services to 61 commercial units with the assistance of a Managing Agent. The properties are geographically dispersed across the Midlands and range from Stoke on Trent to Hereford. The estate of properties may change during the term of the Contract due to acquisitions and disposals.

Midland Heart require a reactive repairs service for day to day, non emergency and emergency responsive repairs to these buildings, taking instruction and works orders from the Facilities Management Team and the Managing Agent. The service required will span all trades and will require suitably qualified and experienced operatives to perform the range of tasks.

The service will be required generally during office hours, between 8:00 am and 17:00, however due to the nature of our business, some disruptive works may be required out of usual office hours. Midland Heart will also require a 24 hour on call emergency response service should Midland Heart require support to any of our office or commercial buildings.

II.1.5. CPV code(s)

50000000 Repair and maintenance services

II.1.6. Information about the Government Procurement Agreement (GPA)

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 4 717 296 GBP

Including VAT. VAT rate (%) 20

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Price. Weighting 60

2. Quality. Weighting 40

IV.2.2. Information about electronic auction

IV.3. Administrative information

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

MH254

IV.3.2. Previous publication concerning this procedure

Section V: Award of contract

Lot title: Responsive repairs and void maintenance services care and support

V.1. Date of conclusion of the contract

23.3.2015

V.2. Information about tenders

Number of tenders received: 4

Number of tenders received by electronic means: 4

V.3. Name and address of the contractor

Official name: L Daniels Property Maintenance Limited

Postal address: Unit 8, Partons Road, Kings Heath

Town: Birmingham

Postal code: B14 6TA

Country: United Kingdom

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 4 326 674 GBP

Including VAT. VAT rate (%) 20

Total value of the procurement:

Value: 4 326 674 GBP

Including VAT. VAT rate (%) 20

If annual or monthly value:

Number of years: 2

V.5. Information about subcontracting

Lot title: Responsive Repairs and Void Maintenance Services Commercial

V.1. Date of conclusion of the contract

23.3.2015

V.2. Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

V.3. Name and address of the contractor

Official name: MD Building Services Limited

Postal address: The Malt House, Durnford Street, Ashton

Town: Bristol

Postal code: B23 2AW

Country: United Kingdom

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 390 622 GBP

Including VAT. VAT rate (%) 20

Total value of the procurement:

Value: 390 622 GBP

Including VAT. VAT rate (%) 20

If annual or monthly value:

Number of years: 2

V.5. Information about subcontracting**Section VI: Complementary information**

VI.1. Information about European Union funds

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

VI.2. Additional information**VI.3. Procedures for review****VI.3.1. Review body****VI.3.2. Review procedure**

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

13.5.2015