

United Kingdom-Enfield: Repair and maintenance services
OJ S 110/2014 11/06/2014
Contract notice
Works

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Christian Action (Enfield) Housing Association Limited

Postal address: Benedict House, 61 Island Centre Way

Town: Enfield

Postal code: EN3 6GS

Country: United Kingdom

Contact person: Head of Asset Management

For the attention of: Chris Wilkins

E-mail: christopherwilkins@christianaction.org.uk

Telephone: +44 1992765904

Fax: +44 1992765999

Internet address(es):

General address of the contracting authority: www.christianaction.org.uk

Electronic access to information: <http://etenders.rand-associates.co.uk>

Electronic submission of tenders and requests to participate: <http://etenders.rand-associates.co.uk>

Additional information can be obtained from:

the abovementioned address

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, Surrey

Postal code: RH2 7JB

Country: United Kingdom

For the attention of: Jeremy Lake

E-mail: eTenders@rand-associates.co.uk

Telephone: +44 1737249475

Fax: +44 1737242012

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

Tenders or requests to participate must be submitted: Official name: Rand Associates Consultancy Services Ltd

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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

Section II: Object of the contract

II.1. Description

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

Responsive Repairs, Voids, Planned and Cyclical Maintenance Term Contract.

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: All geographic regions within Christian Action (Enfield) Housing Association Ltd's (Christian Action) area of operations, including but not limited to the North London Boroughs of Enfield, Barnet, Haringey and Waltham Forest.

NUTS code UKI London

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 Contract will encompass the undertaking of Day to Day Responsive and Voids Repairs (including Out of Hours Emergency Works, Call-Centre and Call-Handling Provision), Planned Maintenance and Cyclical Maintenance to social housing individual dwellings, schemes, hostels and offices, owned or managed by Christian Action. The issue of Planned and Cyclical Maintenance works will be dependent and conditional on satisfactory performance in respect of Day to Day Responsive and Void Repairs.

The contract is likely to be let using the NHF Schedule of Rates suite of documentation and is likely to involve work relating to all usual building trades but gas safety checks, servicing, repairs and installations are excluded from the scope. Separate contracts will not be awarded for individual trades.

Key characteristics of the contract are likely to be, but are not limited to:

— an initial term of 3 years, with an option for Christian Action to extend biennially for up to a further 4 years, subject to annual performance reviews;

— payment mechanism incorporating contractor incentives, based on schedule(s) of rates, basket rates and or agreed schedules with provision at Christian Action's option, at some future date, to convert to fixed annual price per property in respect of responsive and void repairs;

— IT software / system integration and full interfacing possibly including CRM, asset

- management systems, real time working, data collection and reporting;
- provisions requiring delivery of a customer focused service and showing commitment to providing an effective service that gives value for money to Christian Action and its residents, leaseholders and all other customers and must be responsive to achieve collaborative working practices, innovation and continuous improvement;
- operation of a 100 % repairs by appointment system and showing commitment to at least maintaining but improving Christian Action's excellent performance in relation to customer satisfaction, value for money and other local performance indicators;
- provisions for regular monthly, quarterly and annual performance meetings reviews; production of progress reports; early termination and also meeting, maintaining and improving on Key Performance Indicators and the development of year on year efficiency savings;
- provision of contact centre and full repairs call-handling service;
- requirement to provide, maintain and operate from an office locally within Enfield or immediate vicinity;
- requirement to employ contract dedicated staff to deliver the service;

Christian Action intends that the contract acts as a catalyst to the provision of social value, delivery of community development initiatives and apprenticeship/trainee programs to its residents and their communities. Accordingly, the appointed economic operator will be required to actively participate in achieving these objectives and contract performance conditions may relate to social and environmental considerations. The economic operator's technical ability to meet these requirements may be assessed at the pre-qualification stage and criteria which assess the manner in which the appointed economic operator will meet these requirements may also be included within the contract award criteria. Further details will be provided in the pre-qualification questionnaire and tender documents.

Economic operators are advised that the terms of the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) may apply to the existing workforce employed by the incumbent contractors in relation to the works to be performed by the successful economic operators under the proposed new contract.

Further information relating to the TUPE details of the incumbents will, if and to the extent available, be provided at the tender stage of the procurement process.

II.1.6. CPV code(s)

50000000 Repair and maintenance services

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

Day to Day Responsive and Voids Repairs works to approximately 1 550 no. properties including homes, sheltered/supported/care schemes, hostels and offices, owned or managed by Christian Action located predominantly in the North London Boroughs of Enfield, Barnet, Haringey and Waltham Forest. Planned Maintenance and Cyclical Maintenance will be undertaken to some properties on an annual programme basis, dependent on available funding year by year. The issue of Planned and Cyclical Maintenance works will be dependent

and conditional on satisfactory performance in respect of Day to Day Responsive and Void Repairs.

Economic operators should note that the estimated value given below is based on Christian Action's current anticipated requirements and the number of properties currently included within its stock portfolio. This value may increase in the event that Christian Action acquires additional properties during the contract term and requires the works and services covered by the contract to be performed at such properties. Additional properties may include without limitation residential properties (whether obtained through a merger or acquisition or as part of a joint venture arrangement), commercial properties, or corporate facilities owned or leased by Christian Action. Christian Action reserves the right to also remove properties, for example as a result of stock rationalisation, in which case the value may decrease.

Christian Action reserves the right at any time to hold back a proportion of the works/budget which would otherwise fall within the contract and award such works outside of the contract using the Small Lots Exemption provisions.

Estimated value excluding VAT:

Range: between 14 000 000 and 17 500 000 GBP

II.2.2. Information about options

Options: yes

Description of options: The contract will be subject to regular monthly, quarterly and annual performance reviews. The contract will be extendable at Christian Action's sole discretion, on a biennial basis after the first 3 years for up to a further 4 years. In any event year on year continuance of the contract from the commencement will be dependent on satisfactory performance by the contractor. Extension of the contract beyond the initial 3 year term will be entirely discretionary to Christian Action. The contract will also contain a break provision that may be exercised by Christian Action subject to the giving of the period of notice stipulated in the contract.

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: yes

Number of possible renewals: Range: between 1 and 2

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

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Parent company guarantees, performance bonds, warranties and or deposits may be required by Christian Action and details will be set out in the Invitation to Tender (ITT) documentation.

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

As set out in the ITT.

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

In the event of a group of economic operators submitting an acceptable offer it will be

necessary for them to provide an undertaking that each organisation will be jointly and severally responsible for the due performance of the contract. Such undertaking will be in addition to the requirement to provide other deposits and guarantees required by Christian Action for the due performance of the contract.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

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: In accordance with Articles 45 to 50 of Directive 2004/18/EC and Regulations 23 to 25 of the Public Contracts Regulations 2006 and as set out in the Pre-Qualification Questionnaire (PQQ).

All economic operators responding to this Notice will be provided with access to a PQQ to be completed requiring general organisation, financial and technical capacity data.

The PQQ must be completed and returned with all supporting information by the deadline indicated in section IV.3.4 of this Notice.

The evaluation of the completed PQQ submission together with supporting information will determine the economic operators selected to tender.

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 and Regulation 24 Public Contracts Regulations 2006. These requirements are set out in the PQQ referred to in III.2.1 above.

Minimum level(s) of standards possibly required: As set out in the PQQ referred to in III.2.1 above but economic operators shall be aware that to be considered eligible for selection, the economic operator (as stand alone business unit, not a Group) must be able to demonstrate a minimum annual turnover equivalent to GBP 5 000 000 in respect of the most recent financial year for which accounts are available.

Other minimum levels of criteria standard to be evaluated on a pass or fail basis apply and are set out in the PQQ referred to in III.2.1 above.

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 and Regulation 25 Public Contracts Regulations 2006. These requirements are set out in the PQQ referred to in III.2.1 above.

Minimum level(s) of standards possibly required:

As set out in the PQQ referred to in III.2.1 above.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

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

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

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

Envisaged number of candidates: 8

Objective criteria for choosing the limited number of candidates: Criteria as set out in the PQQ submissions and in accordance with regulations 23(1), 24 and 25 of the Public Contracts Regulations 2006. Subject to receiving completed PQQ submissions from sufficient eligible economic operators, it is intended that the tender list will comprise the eight top scoring economic operators from evaluation of PQQ submissions.

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: 7.7.2014 - 10:00
Payable documents: no

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

10.7.2014 - 14:00

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

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

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 shall note that the contract will cover all of Christian Action's business units and properties including any future additions.

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

Economic operators who wish to express an interest in and apply for the tender/contract must complete and submit the PQQ for this procurement and provide all supplementary information set out in the PQQ.

This procurement is being administered and managed through etenders@rand (<http://etenders.rand-associates.co.uk>) which is Rand Associates Consultancy Services Ltd's e-procurement portal (the "Portal") for downloading and uploading of pre-qualification questionnaires, communicating requests for and responses to clarification, and downloading and submission of PQQ/tender documentation.

All expressions of interest, PQQ requests and submissions must be made via the Portal. When registering for access to the Portal, economic operators will receive an email with a link to create and activate their own account. Once activated and logged in, economic operators will need the following code to register for the PQQ: Chacresp.

Should economic operators have any queries, or experience difficulties with the registration or download/upload system, they should contact the Portal helpdesk by calling +44 1737225077 (ask for Paul Dugdale or Jonathan Case) or email etenders@rand-associates.co.uk.

All communications and submissions must be made through the Portal. 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 on the Portal, but to be received no later than 12:00 (BST) on 7.7.2014. 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 Operator's 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's secure email messaging system. The identity of the economic operator seeking clarification will not be disclosed to other economic operators.

When uploading PQQ responses, 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 PQQ submissions is 10.7.2014 at 14:00. Please note that the Portal will not permit PQQ/tender submissions to be uploaded after the closing deadline.

PQQ submission documents will be visible to Christian Action and Rand Associates Consultancy Services Ltd only after the closing deadline.

If there are any significant changes to the information supplied by any economic operator in its PQQ submissions after it has been submitted the economic operator must as soon as reasonably practicable inform Christian Action in writing of the full nature, extent and effect of the change or changes. This applies at all stages of the procurement process.

Christian Action reserves the right to withdraw from this procurement procedure at anytime

without awarding a contract. Economic operators shall be responsible for the costs and expenses they incur as a result of participating in this procurement process. Christian Action and or its advisors shall not be liable for and will not pay any costs in respect of the preparation of any PQQ or tender submission of any economic operator whether they are successful or unsuccessful. This shall equally apply in the event that the procurement process is postponed, cancelled or abandoned by Christian Action at any stage and for whatever reason. Economic operators shall be deemed to have unequivocally accepted this as a condition precedent to participation in this procurement process.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Royal Courts of Justice

Postal address: Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079476000

Body responsible for mediation procedures

Official name: Royal Courts of Justice

Postal address: Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079476000

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: In accordance with Regulation 32, 32A and Part 9 of the Public Contracts Regulations 2006 (as amended).

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

Official name: ERG Service Desk, Cabinet Office

Postal address: Rosebery Court, St Andrews Business Park, Norfolk

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

E-mail: servicedesk@cabinet-office.gsi.gov.uk

Telephone: +44 8450004999

VI.5. Date of dispatch of this notice

6.6.2014