

**United Kingdom-Dartford: Repair and maintenance services**

OJ S 87/2019 06/05/2019

Contract notice

Works

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: Dartford Borough Council

Postal address: Civic Centre, Home Gardens

Town: Dartford

NUTS code: UKJ4 Kent

Postal code: DA1 1DR

Country: United Kingdom

Contact person: Dartford Borough Council Procurement Team

E-mail: [procurement@dartford.gov.uk](mailto:procurement@dartford.gov.uk)

Telephone: +44 1322343434

**Internet address(es):**Main address: <http://www.dartford.gov.uk/>Address of the buyer profile: <http://www.dartford.gov.uk/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://procontract.due-north.com/Login>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://procontract.due-north.com/Login>**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

**Section II: Object**

---

**II.1. Scope of the procurement****II.1.1. Title**

Contract for Day to Day Reactive Repairs, Void Property Repairs, Major Works and Out of Hours Emergency Works

Reference number: DN407468

**II.1.2. Main CPV code**

50000000 Repair and maintenance services

**II.1.3. Type of contract**

Works

#### **II.1.4. Short description**

The envisaged scope of the works under this contract comprises day to day reactive repairs including daytime and out of hours emergency works, void property repairs and improvements and capital programmed improvement and disabled adaptation works. The contractor will be required to provide a customer focused service and show a commitment to providing effective services that provide value for money to both Dartford Borough Council (the "Council") and its residents. The contractor will be required to make a social value contribution through provision of trade apprenticeships, training schemes, courses and other employment initiatives to local residents. Gas, gas heating and related works are not included in the contract. Any contract awarded will be to a single contractor. It will not be divided into lots because the Council does not consider it economically viable for them to do so.

#### **II.1.5. Estimated total value**

Value excluding VAT: 108 786 000,00 GBP

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.3. Place of performance**

NUTS code: UKJ4 Kent

#### **II.2.4. Description of the procurement**

The Council is seeking a contractor to provide a comprehensive maintenance service, to the Council's 4 220 approx properties including approx 370 leaseholders, 14 sheltered schemes and 1 200 garages. The Council's housing stock is comprised of mainly traditional housing however there are approx. 146 non-traditional properties, approx. 1 808 flats of which approx. 921 are between 3-5 storeys (there are no high rise — above 5 storeys) and approx. 240 bungalows. The contract will be let on an "all-inclusive" basis incorporating the NHF Schedule of Rates v6.3 and v7.1 contract/preliminaries suite of documentation and is likely to involve work under all building trades but excluding gas appliance servicing, repairs and installations. Separate contracts will not be awarded for the individual trades encompassed within this contract. The envisaged scope of the works to be included under this contract is likely to comprise (but is not limited to) day to day reactive repairs including daytime and out of hours emergency works, void property repairs and improvements and capital programmed improvement and disabled adaptation works. The contractor will be required to provide a customer focused service and show a commitment to providing effective services that provide value for money to both the Council and its residents. The proposed contract period will be initially 5 years commencing on or about 1.4.2020 with the option for the Council to extend the initial period by up to a further 10 years in 2 or more extensions of whatever period the Council decides. The Council reserves the right to withdraw from the 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 an award. The Council cannot guarantee the extent or value of any works that may undertaken under the proposed contract.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 180

This contract is subject to renewal: no

**II.2.9. Information about the limits on the number of candidates to be invited**

Maximum number: 8

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

See Additional Information VI.3).

**II.2.13. Information about European Union funds**

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

**II.2.14. Additional information**

The estimated contract value is not guaranteed as it is dependent on available funding which is influenced by changes in Central Government and Council policy. The Council reserves the right to withdraw from the 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.

---

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

**III.1. Conditions for participation**

**III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

**III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

**III.2. Conditions related to the contract**

**III.2.2. Contract performance conditions**

Key performance indicators (KPIs) are incorporated into the contract, including but not limited to:

KPI 1 Customer Satisfaction — overall;

KPI 2 Employment of Staff living local to the Borough of Dartford;

KPI 3 Time — Responsive Maintenance completed in time;

KPI 4 Time — Voids completed in time;

KPI 5 Safety — Service Provider's accident record;

KPI 6 First time fix (Responsive Maintenance);

KPI 7 Recalls to Defects during the Defects Liability Period;

KPI 8 Default Notices issued.

The Council reserves the right to review the KPIs on an annual basis and may look to replace, withdraw or add additional KPIs those provided within the KPI Framework. In addition, the Council may require the contractor to produce a suite of management information and non-key performance indicators to support the delivery and provide deeper analysis of the KPIs.

### **III.2.3. 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

## **Section IV: Procedure**

---

### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Restricted procedure

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

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

### **IV.2. Administrative information**

#### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 03/06/2019 Local time: 12:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 01/07/2019

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

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

## **Section VI: Complementary information**

---

### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.2. Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

The Council reserves the right to withdraw from this procurement procedure at anytime without awarding a contract. Candidates shall be responsible for the costs and expenses they incur as a result of participating in this procurement process. The Council and or its advisors shall not be liable for and will not pay any costs in respect of the preparation of any pre-qualification or subsequent tender submission of any applicant or bidder whether they are successful or unsuccessful. This shall equally apply in the event that the procurement process is postponed, cancelled or abandoned by the Council at any stage and for whatever reason. Candidates shall be deemed to have unequivocally accepted this as a condition precedent to participation in this procurement process.

Options:

- 1) The proposed contract period will be initially 5 years commencing on or about 1.4.2020 with an option for the Council to extend the initial period by up to a further 10 years in 2 or more extensions of whatever period the Council decides;
- 2) Tenderers will be required to submit two alternative price tenders, 1 based on percentage adjustments to the pre-priced NHF Schedule of Rates and another based on price per property and price per void. Full details of the alternative tenders is included in the procurement documents and both alternatives will be evaluated and contribute towards any contract award decision. The Council intends to commence the contract using the Schedule of Rates with percentage adjustment and will have the option to either, continue on that basis for the duration of the contract, or at any time in the change to price per property and price per void.

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

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

Official name: Royal Courts of Justice  
Postal address: Strand  
Town: London  
Postal code: WC2 2LL  
Country: United Kingdom  
Telephone: +44 2079476000

##### **VI.4.2. Body responsible for mediation procedures**

Official name: Royal Courts of Justice  
Postal address: Strand  
Town: London  
Postal code: WC2 2LL  
Country: United Kingdom  
Telephone: +44 2079476000

##### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

The Council will incorporate a minimum 10 calendar day standstill period at the point information on the award of any contract is communicated to all tenderers. The standstill period provides time for unsuccessful contractors to challenge the award decision before a contract is signed. The Public Contract Regulations 2015 provide for parties who are aggrieved by any breach of the Regulations to take action in the Royal Courts of Justice.

##### **VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Cabinet Office  
Postal address: 70 Whitehall  
Town: London  
Postal code: SW1A 4AS  
Country: United Kingdom  
E-mail: [servicedesk@cabinet-office.gsi.gov.uk](mailto:servicedesk@cabinet-office.gsi.gov.uk)

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

01/05/2019