

United Kingdom-London: Repair and maintenance services

OJ S 129/2013 05/07/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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**I.1. Name and addresses**

Official name: Genesis Housing Association Ltd

Postal address: Capital House, 25 Chapel Street

Town: London

Postal code: NW1 5DT

Country: United Kingdom

Contact person: Procurement

For the attention of: Sara Taylor

Telephone: +44 2075630120

**Internet address(es):**

General address of the contracting authority: <http://www.genesisha.org.uk>

Address of the buyer profile: [http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA4662](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA4662)

**Additional information can be obtained from:**

Official name: Genesis Housing Association Ltd

Postal address: Capital House, 25 Chapel Street

Town: London

Postal code: NW1 5DT

Country: United Kingdom

Contact person: Procurement

For the attention of: Sara Taylor

Telephone: +44 2075630120

Internet address: <http://www.genesisha.org.uk>

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

Official name: Genesis Housing Association Ltd

Postal address: Capital House, 25 Chapel Street

Town: London

Postal code: NW1 5DT

Country: United Kingdom

Contact person: Procurement

For the attention of: Sara Taylor

Telephone: +44 2075630120

Internet address: <http://www.genesisha.org.uk>

**Tenders or requests to participate must be submitted:** Official name: Genesis Housing Association Ltd

Postal address: Capital House, 25 Chapel Street

Town: London

Postal code: NW1 5DT

Country: United Kingdom

Contact person: Procurement  
For the attention of: Sara Taylor  
Telephone: +44 2075630120  
Internet address: <http://www.genesisha.org.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: yes

Official name: A2Dominion Housing Group Ltd.

Official name: Affinity Sutton Group Ltd

Official name: East Thames Group Limited

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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**

Strategic Repairs and Maintenance Project.

**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: London and East of England.

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 Contracting Authority, Genesis Housing Association (GHA) on behalf of itself and its subsidiaries (both current and future subsidiaries) is seeking expressions of interest from suitably qualified and experienced service providers to enter into an agreement for the provision of the following services to its housing stock primarily in London and the East of England but also in Surrey, West Sussex, Lincolnshire, Buckinghamshire, Berkshire, Bedfordshire, Essex, Norfolk, Suffolk, Hertfordshire, Northamptonshire, Cambridge and Milton Keynes ("the Contract").

It is anticipated that the Contract will commence on or around August 2014 and will last for an initial period of 4 years but will be capable of extension for an additional period or periods of up to three years followed by a further period or periods of up to three years. Any extensions behind the initial 4 year period would be entirely at the discretion of GHA.

The principal requirements under the Contract are anticipated to be as follows:

— The provision of a responsive repairs and voids service to around 10,000 properties. The properties include general needs, leasehold, supported accommodation, temporary housing, and ancillary properties such as garages and commercial properties.

— The provision of major works, planned and cyclical maintenance works through an annual programme to all of the operational properties numbering in the region of 26,000 across the

whole of Greater London and counties in the east and south east of England.

— The provision of Health and Safety inspection and other routine maintenance inspection of building components and systems including lifts, door entry systems, water safety, fire safety and similar systems in all operation properties requiring such services across the whole portfolio of about 26,000 properties.

— The provision of end-to-end customer contact and customer experience processes to support the delivery of all services provided by the supplier aligned to the Contracting Authority's corporate processes (except for responsive repairs services that will continue to be delivered through Genesis Property Services). This must include a contact facility and service 24/7 to handle out of hours calls and the deployment of labour.

— Provision of an effective system of IT to support the delivery of the services including asset management data for the purposes of interfacing with the Contracting Authority's main asset management and customer systems.

It is anticipated that the core requirements for the technical services will comprise the following:

— Major Repairs/Capital Works:

— Planned/Capital component renewals - kitchens, bathrooms, windows, roofs, rewires, central heating, lifts.

— Aids and Adaptations – Major and Minor.

— Reactive Repairs and Maintenance:

— Reactive Maintenance in occupied properties, communal areas, garage sites and commercial properties.

— Void maintenance – day to day and voids security.

— Planned Maintenance/Cyclical Servicing:

— Cyclical Decorations.

— Electrical testing and repairs– landlords annual and individual 5 year periodic testing.

— Electrical PAT testing.

— Communal heating/power maintenance inc CHP, Solar PVs and renewable.

— Security/Access Systems - Warden Call, CCTV, electric gates and door entry.

TV aerials:

— Roof fall arrest safety systems

— Fire Detection systems (active and passive) – fire alarms, equipment, fire doors, emergency lighting, dry risers,

— Lightning Conductors,

— Water Hygiene,

— Boosted water systems,

— Lifts and hoists and specialist equipment maintenance,

— Fire Risk Assessments, Property stock condition/MOT surveys, playground inspections,

— Environmental improvement works.

— Statutory and Regulatory Compliance:

— The management, delivery and reporting of a comprehensive statutory compliance service in relation to water and water hygiene management which fully discharges GHA's responsibilities for this during the term of the contract,

— Compliance with requirements such as the Decent Homes standard (details can be found at <https://www.gov.uk/government/policies/improving-the-rented-housing-sector--2/supporting-pages/decent-homes-refurbishing-social-housing>) and any subsequent policies or initiatives,

— Management of Asbestos – identification, testing and removal as required,

— Any other statutory compliance surveys,

— Right to Repair, Disrepair Notices,

GHA further reserves the right to include the following services within the scope of the

Contract:

Consultant design services ie surveyors and engineers.

- Energy efficiency Green Deal Provider,
- Managing Agent services in relation to existing, newly-developed properties and acquisitions,
- Support ICT, telecommunications and similar services to customers and customer properties, including WiFi,
- Sustainable energy services,
- The delivery of minor capital works schemes such as loft conversions, urban infill, property reconfiguration and refurbishment and small new build work, for example community facilities or playgrounds.
- 3\* Gas Services, Smoke Alarms & Carbon Monoxide Alarms.

In addition to the Contract, GHA is acting as a central purchasing body through which the contracting authorities listed in section IV) of Annex A to this notice (“the Participating Bodies”) in addition to GHA and its subsidiaries (both current and future) may wish to procure substantially similar services to those included in the Contract under a separate framework agreement (“the Framework Agreement”) but without any obligation to participate. Accordingly it is the intention that GHA and the Participating Bodies should be able to rely on this procurement to purchase such services without the need for any further procurement process. More details are set out in the Initial Descriptive Document.

GHA envisages awarding any Framework Agreement at the same time as the Contract and any such Framework Agreement is anticipated to commence in or around April 2016, though GHA reserves the right to commence this earlier than April 2016.

The duration of an individual call-off contract under any Framework Agreement will not necessarily be limited to four years but will be governed by the subject matter of the call-off contract concerned. The form of the call-off contract will be agreed during the current procurement process subject to the right to make specific amendments in respect of an individual call-off.

The timing of any call-offs under the Framework Agreement will be a matter to be decided between a Participating Body and the service provider.

No guarantee or warranty is given as to the nature or volume, if any, of the services or the number of call-offs, if any, under any Framework Agreement.

GHA reserves the right to award only the Contract and not to award any Framework Agreement or alternatively for the Contract and any Framework Agreement to commence on the same date or different dates.

Note: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at [http://www.myTenders.org/Search/Search\\_Switch.aspx?ID=106262](http://www.myTenders.org/Search/Search_Switch.aspx?ID=106262)

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

50000000 Repair and maintenance services, 50700000 Repair and maintenance services of building installations, 50711000 Repair and maintenance services of electrical building installations, 50712000 Repair and maintenance services of mechanical building installations, 50720000 Repair and maintenance services of central heating, 50721000 Commissioning of heating installations, 50800000 Miscellaneous repair and maintenance services, 50531100 Repair and maintenance services of boilers, 39721410 Gas appliances, 45300000 Building installation work, 45310000 Electrical installation work, 45320000 Insulation work, 45330000 Plumbing and sanitary works, 45340000 Fencing, railing and safety equipment installation work , 45350000 Mechanical installations, 45400000 Building completion work, 45410000 Plastering work, 45420000 Joinery and carpentry installation work, 45430000 Floor and wall

covering work, 45440000 Painting and glazing work, 45450000 Other building completion work , 72000000 IT services: consulting, software development, Internet and support, 50710000 Repair and maintenance services of electrical and mechanical building installations

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

The procurement is covered by the Government Procurement Agreement: yes

#### **II.1.8. Lots**

This contract is divided into lots: no

#### **II.1.9. Information about variants**

Variants will be accepted: yes

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

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

Estimated value excluding VAT:

Range: between 200 000 000 and 275 000 000 GBP

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

Options: yes

Description of options: The contract will run for an initial period of 4 years (subject to satisfactory performance and break clauses) with the option for GHA to extend for one or more period of up to three years and then for one or more periods of up to a further three years.

Provisional timetable for recourse to these options:  
in months: 120 (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 6

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

Duration in months: 120 (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**

Detail of deposits, guarantees and other forms of appropriate security are set out in the Contract Documents.

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

To be developed as part of the competitive dialogue process.

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

GHA requires the Contract and any Framework Agreement to be with a legal entity. It reserves the right to require groupings of contractors to take a particular legal form or to require a single contractor to take primary liability. Members of any consortium shall be jointly and severally liable. Legal bodies shall be companies, partnerships or unincorporated joint ventures.

#### **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**

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

List and brief description of conditions: Information and formalities necessary for evaluating if requirements are met:

Applicants will be required to complete a Pre-Qualification Questionnaire (PQQ) consistent with the Directive 2004/18/EC. This questionnaire is available electronically from <http://gha.mytenders.org/> and must be returned in electronic format to GHA by the date stipulated in IV. 3.4. Minimum levels of standards required are set out in the PQQ.

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

List and brief description of conditions:

Information and formalities necessary for evaluating if requirements are met:

Applicants will be required to complete a Pre-Qualification Questionnaire (PQQ) consistent with the Directive 2004/18/EC. This questionnaire is available electronically from <http://gha.mytenders.org/> And must be returned in both electronic to GHA by the date stipulated in IV. 3.4. Minimum levels of standards required are set out in the PQQ.

#### **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**

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### **IV.1. Type of procedure**

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

competitive dialogue

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

Envisaged minimum number 3: and Maximum number 5

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

### **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**

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

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

7.8.2013 - 12:00

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

9.9.2013

#### **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**

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

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

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

1. In addition to the locations given in Section II.1.2, it is anticipated that the services will also be delivered in Surrey (UKJ23), West Sussex (UKJ24), North East Lincolnshire (UKE 13), Lincolnshire (UKF3), Buckinghamshire (UKJ13) Berkshire (UKJ11) and Milton Keynes (UKJ12).

2. GHA reserves the right to cancel the procurement at any time and not to proceed with the award of any contract at any stage of the procurement process.

3. It is for those invited to participate in dialogue to satisfy themselves of the position but tenderers should note that the provisions of the Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply to this Contract.

4. The Contracting Authority will be hosting a Market and Tender Briefing Event on 22 July 2013. Details are included in the descriptive document.

5. In addition to the Contract, GHA is procuring a Framework Agreement. The estimated value of the Framework Agreement (excluding VAT) is anticipated to be within the range of 10,000,000GBP to 100,000,000 GBP.

6. All applicants are solely responsible for their costs and expenses incurred in connection with the preparation and submission of the PQQ and all future stages of the selection and evaluation process. Under no circumstances will GHA or any of its advisers be liable for any costs or expenses borne by the applicant or its associated relevant organisations or any of its advisers in this process whether the applicant is successful or otherwise.

(MT Ref:106262)

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

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

Official name: Royal Courts of Justice  
Postal address: The Strand  
Town: London  
Postal code: WC2A 2LL  
Country: United Kingdom  
Telephone: +44 207947600

**Body responsible for mediation procedures**

Official name: Royal Courts of Justice  
Postal address: The Strand  
Town: London  
Postal code: WC2A 2LL  
Country: United Kingdom  
Telephone: +44 207947600

**VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: The contracting authority shall comply with the requirements of regulations 29A and 32 of the Public Contracts Regulations 2006 (which incorporates Directive 2004/18/EC into English law) as amended to incorporate the requirements of the Remedies Directive (2007/66/EC) when notifying economic operators of the outcome of this procurement.

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

Official name: Office of Government Commerce  
Postal address: Rosebury Court, St Andrews Business Park  
Town: Norwich  
Postal code: NR7 0HS  
Country: United Kingdom

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

1.7.2013