

**United Kingdom-London: Repair and maintenance services**  
**OJ S 126/2014 04/07/2014**  
**Contract award 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: Atelier House, 64 Pratt Street

Town: London

Postal code: NW1 0DL

Country: United Kingdom

Contact person: Procurement

For the attention of: Sandip Shergill

Telephone: +44 2075630163

**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)

**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

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

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 (DPS)**

The procurement involves the establishment of a framework agreement

**II.1.4.**

## **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.

#### **II.1.5. 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.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.2. Total value of the contract/lot**

##### **II.2.1. Total value of the contract/lot**

Value: 140 000 000 GBP  
excluding VAT

### **Section IV: Procedure**

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

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

competitive dialogue

#### **IV.2. Award criteria**

##### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Customer Management. Weighting 10
2. Technical Services. Weighting 20
3. Wider CSR and social benefits. Weighting 2
4. Asset Management Benefits and supporting IT. Weighting 8
5. Legal. Weighting 10
6. Price. Weighting 38
7. Value for Money. Weighting 12

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

#### **IV.3. Administrative information**

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

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

## Contract notice

Notice number in the OJ S: [2013/S 129-222421](#) of 5.7.2013

### Section V: Award of contract

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Lot title: Strategic Repairs and Maintenance Project

#### V.1. Date of conclusion of the contract

20.6.2014

#### V.2. Information about tenders

Number of tenders received: 3

#### V.3. Name and address of the contractor

Official name: Kier Services Limited

Postal address: 6 Smithy Wood Drive, Smithy Wood Business Park

Town: Sheffield

Postal code: S35 1QN

Country: United Kingdom

Internet address: [www.kier.co.uk](http://www.kier.co.uk)

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

Initial estimated total value of the contract/lot:

Value: 150 000 000 GBP

#### V.5. Information about subcontracting

### Section VI: Complementary information

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#### VI.1. Information about European Union funds

#### VI.2. Additional information

(MT Ref:136676)

#### VI.3. Procedures for review

##### VI.3.1. 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.3.2. 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.3.3. 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.4. Date of dispatch of this notice**

2.7.2014