

United Kingdom-Manchester: Lift-maintenance services

OJ S 146/2013 30/07/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Your Housing Group Limited
Postal address: Apex House, 266 Moseley Road, Levenshulme
Town: Manchester
Postal code: M19 2LH
Country: United Kingdom
For the attention of: Richard Holliday
E-mail: tenders@rand-associates.co.uk
Telephone: +44 1737249475
Fax: +44 1737242012

Internet address(es):

General address of the contracting authority: www.yourhousinggroup.co.uk

Additional information can be obtained from:

Official name: Rand Associates Consultancy Services Ltd
Postal address: Bell House, 107 Bell Street, Surrey
Town: Reigate
Postal code: RH2 7JB
Country: United Kingdom
For the attention of: Richard Holliday
E-mail: tenders@rand-associates.co.uk
Telephone: +44 1737249475
Fax: +44 1737242012

Internet address: www.rand-associates.co.uk

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
Postal code: RH2 7JB
Country: United Kingdom
For the attention of: Richard Holliday
E-mail: tenders@rand-associates.co.uk
Telephone: +44 1737249475
Fax: +44 1737242012
Internet address: www.rand-associates.co.uk

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

Postal address: Bell House, 107 Bell Street
Town: Reigate
Postal code: RH2 7JB

Country: United Kingdom
For the attention of: Richard Holliday
E-mail: tenders@rand-associates.co.uk
Telephone: +44 1737249475
Fax: +44 1737242012
Internet address: www.rand-associates.co.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: no

Section II: Object of the contract

II.1. Description

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

Lift Maintenance Services.

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: North West England.

NUTS code UKD North West (England)

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)

Your Housing Group was formed on the 2.4.2012 following the merger of Harvest Housing Group and Arena Housing Group. The merger has created a new Group with a combined stock of around 32,000 properties comprising general needs, leasehold, sheltered and supported homes across the North-West, Yorkshire and the Midlands. Housing and Neighbourhood Services are delivered by locally based communities comprising Your Housing Group, Your Derwent & Solway, Your Eaves Brook, Grove Village, Headrow, Leasowe, Your Moorlands, Your Partington and Tung Sing.

Our mission is “transforming your lives and your communities” through creating strong and sustainable communities where people flourish and we are committed to giving outstanding service that comes naturally.

The quality of the Lift Maintenance Services that we provide is therefore of paramount importance in improving customer satisfaction and ensuring the safety in the services we deliver. The area covered by Your Housing Group will be split into two Lots and we are seeking to appoint a Service Provider to each Lot (subject to evaluation of tenders received, a Service Provider could be awarded both Lots) who can deliver Lift Maintenance Services to the highest possible standards and can demonstrate to the satisfaction of Your Housing Group a proven track record in the satisfactory delivery of these services.

Applicants will be required to complete a pre-qualification questionnaire (PQQ) and the

evaluation of this PQQ will establish those companies that have pre-qualified and been selected to tender.

The successful Service Provider must be able to show a commitment to providing effective services that provide value for money to Your Housing Group and the occupiers of their properties.

The proposed contract period will be 3 years commencing on or about the 1.4.2014 and with the option for subsequent extensions to this initial period in 3 yearly tranches of up to a further 6 years (potentially a 9 year contract) all subject to provisions for earlier termination including a break clause and renewals based on meeting and maintaining Key Performance Indicators. Your Housing Group reserves the right to withdraw from this procurement procedure at anytime without awarding a contract. Your Housing Group and/or its advisors shall not be liable for and will not pay any costs in respect of the preparation of any application and tender submission of any applicant or bidder whether they are successful or unsuccessful and all applicants and bidders 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 any appointment. An applicant shall be deemed to have unequivocally accepted this as a condition precedent to participation in this procurement process.

II.1.6. CPV code(s)

50750000 Lift-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: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Your Housing Group is seeking to appoint a Service Provider to each of the following Lots for the provision of preventative maintenance and minor repairs, a 24/7 breakdown & call out service and the possibility of undertaking major repairs although major repairs are not guaranteed and competitive quotations may be obtained for this work. Tenders are to be invited for the provision of the Services to their various housing schemes, offices and units in the following areas:

Lot 1

North Area comprising approx. 39 schemes with passenger lifts and approx. 44 stairlifts /through floor lifts in Cumbria, Lancashire and Yorkshire
and

Greater Manchester Area comprising approx. 38 schemes with passenger lifts and approx. 39 stairlifts/through floor lifts in Salford, Manchester, Stockport, Tameside, Trafford, Wigan, Rochdale, Bury, Bolton and the schemes forming the Tung Sing property portfolio.

Lot 2

Merseyside Area comprising approx. approx 51 schemes with passenger lifts and approx. 48 stairlifts/through floor lifts in Liverpool, Halton, Knowsley, Sefton, St.Helens and the Wirral
and

South Area comprising approx. 22 schemes with passenger lifts and approx. 23 stairlifts /through floor lifts in Cheshire West, Warrington, Cheshire East, High Peak and Staffordshire
The annual budget for provision of the Services across both Lots is approx. GBP 150,000 inclusive of VAT.

Further information relating to the housing schemes, offices and housing units will be included in the tender documents. Schemes, offices and housing units may be added or deleted both prior to tender and during the contract period in accordance with Your Housing Group property portfolio. An applicant can apply to be considered for both Lots but the decision on whether an applicant will be awarded both Lots will be made following the return of tenders.

The proposed scope of the Lift Maintenance Services will comprise the carrying out of effective preventative maintenance together with a 24/7 breakdown and call out facility, the carrying out of minor repairs and maintenance works and possibly major repair works although these major works cannot be guaranteed and may be subject to competitive quotation. The services will be required to all types of lifts within the property portfolio and may comprise all types of passenger/goods lifts, through floor lifts and stairlifts. Further comprehensive details of the scope of Lift Maintenance Services will be provided in the tender documents. Applicants must be suitably experienced and qualified to carry out the works required and be members of LEIA or equivalent. The proposed contracts will be administered by the Contracting Authority and their duly appointed consultants – further information will be provided in the tender documents.

The successful Service Provider(s) must be able to have demonstrated a commitment to providing effective services that provide value for money. The proposed contract period will be 3 years commencing on or about the 1.4.2014 and with the option for extensions to this initial period in 3 yearly tranches for up to a further 6 years (potentially a 9 year contract) all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators.

II.2.2. Information about options

Options: yes

Description of options: The contract will be subject to regular performance reviews. The contract will be extendable at the Contracting Authority's sole discretion on a 3 yearly basis after the first 3 years for up to a further 6 years. (potentially a 9 year contract) . In any event continuance of the contract from the commencement will be dependent on satisfactory performance by the Contractor. The contract will also contain a break provision that may be exercised by the Contracting Authority subject to the giving of the period of notice stipulated in the contract.

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 36 (from the award of the contract)

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

Duration in months: 108 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: North Area and Greater Manchester Area

1)

Short description

Your Housing Group was formed on the 2.4.2012 following the merger of Harvest Housing Group and Arena Housing Group. The merger has created a new Group with a combined stock of around 32,000 properties comprising general needs, leasehold, sheltered and supported homes across the North-West, Yorkshire and the Midlands. Housing and Neighbourhood Services are delivered by locally based communities comprising Your Housing Group, Your Derwent & Solway, Your Eaves Brook, Grove Village, Headrow, Leasowe, Your Moorlands, Your Partington and Tung Sing.

Our mission is “transforming your lives and your communities” through creating strong and sustainable communities where people flourish and we are committed to giving outstanding service that comes naturally.

The quality of the Lift Maintenance Services that we provide is therefore of paramount importance in improving customer satisfaction and ensuring the safety in the services we deliver. The area covered by Your Housing Group will be split into two Lots and we are seeking to appoint a Service Provider to each Lot (subject to evaluation of tenders received, a Service Provider could be awarded both Lots) who can deliver Lift Maintenance Services to the highest possible standards and can demonstrate to the satisfaction of Your Housing Group a proven track record in the satisfactory delivery of these services.

Applicants will be required to complete a pre-qualification questionnaire (PQQ) and the evaluation of this PQQ will establish those companies that have pre-qualified and been selected to tender.

The successful Service Provider must be able to show a commitment to providing effective services that provide value for money to Your Housing Group and the occupiers of their properties.

The proposed contract period will be 3 years commencing on or about the 1.4.2014 and with the option for subsequent extensions to this initial period in 3 yearly tranches of up to a further 6 years (potentially a 9 year contract) all subject to provisions for earlier termination including a break clause and renewals based on meeting and maintaining Key Performance Indicators. Your Housing Group reserves the right to withdraw from this procurement procedure at anytime without awarding a contract. Your Housing Group and/or its advisors shall not be liable for and will not pay any costs in respect of the preparation of any application and tender submission of any applicant or bidder whether they are successful or unsuccessful and all applicants and bidders 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 any appointment. An applicant shall be deemed to have unequivocally accepted this as a condition precedent to participation in this procurement process.

2) CPV code(s)

50750000 Lift-maintenance services

3) Quantity or scope

Your Housing Group is seeking to appoint a Service Provider to the following Lot for the provision of preventative maintenance and minor repairs, a 24/7 breakdown & call out service and the possibility of undertaking major repairs although major repairs are not guaranteed and competitive quotations may be obtained for this work. Tenders are to be invited for the provision of the Services to their various housing schemes, offices and housing units in the following area:

Lot 1

North Area comprising approx. 39 schemes with passenger lifts and approx. 44 stairlifts

/through floor lifts in Cumbria, Lancashire and Yorkshire and

Greater Manchester Area comprising approx. 38 schemes with passenger lifts and approx. 39 stairlifts/through floor lifts in Salford, Manchester, Stockport, Tameside, Trafford, Wigan, Rochdale, Bury, Bolton and the schemes forming the Tung Sing property portfolio.

The annual budget for provision of the Services across this Lot is approx. GBP 77,000 inclusive of VAT.

Further information relating to the housing schemes, offices and housing units will be included in the tender documents. Schemes, offices and housing units may be added or deleted both prior to tender and during the contract period in accordance with Your Housing Group property portfolio. An applicant can apply to be considered for both Lots but the decision on whether an applicant will be awarded both Lots will be made following the return of tenders.

The proposed scope of the Lift Maintenance Services will comprise the carrying out of effective preventative maintenance together with a 24/7 breakdown and call out facility, the carrying out of minor repairs and maintenance works and possibly major repair works although these major works cannot be guaranteed and may be subject to competitive quotation. The services will be required to all types of lifts within the property portfolio and may comprise all types of passenger/goods lifts, through floor lifts and stairlifts. Further comprehensive details of the scope of Lift Maintenance Services will be provided in the tender documents. Applicants must be suitably experienced and qualified to carry out the works required and be members of LEIA or equivalent. The proposed contracts will be administered by the Contracting Authority and their duly appointed consultants – further information will be provided in the tender documents.

The successful Service Provider must be able to have demonstrated a commitment to providing effective services that provide value for money. The proposed contract period will be 3 years commencing on or about the 1.4.2014 and with the option for extensions to this initial period in 3 yearly tranches for up to a further 6 years (potentially a 9 year contract) all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators.

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 2

Lot title: Merseyside Area and South Area

1) Short description

Your Housing Group was formed on the 2.4.2012 following the merger of Harvest Housing Group and Arena Housing Group. The merger has created a new Group with a combined stock of around 32,000 properties comprising general needs, leasehold, sheltered and supported homes across the North-West, Yorkshire and the Midlands. Housing and Neighbourhood Services are delivered by locally based communities comprising Your Housing Group, Your Derwent & Solway, Your Eaves Brook, Grove Village, Headrow, Leasowe, Your Moorlands, Your Partington and Tung Sing.

Our mission is “transforming your lives and your communities” through creating strong and sustainable communities where people flourish and we are committed to giving outstanding service that comes naturally.

The quality of the Lift Maintenance Services that we provide is therefore of paramount importance in improving customer satisfaction and ensuring the safety in the services we deliver. The area covered by Your Housing Group will be split into two Lots and we are seeking to appoint a Service Provider to each Lot (subject to evaluation of tenders received, a

Service Provider could be awarded both Lots) who can deliver Lift Maintenance Services to the highest possible standards and can demonstrate to the satisfaction of Your Housing Group a proven track record in the satisfactory delivery of these services.

Applicants will be required to complete a pre-qualification questionnaire (PQQ) and the evaluation of this PQQ will establish those companies that have pre-qualified and been selected to tender.

The successful Service Provider must be able to show a commitment to providing effective services that provide value for money to Your Housing Group and the occupiers of their properties.

The proposed contract period will be 3 years commencing on or about the 1.4.2014 and with the option for subsequent extensions to this initial period in 3 yearly tranches of up to a further 6 years (potentially a 9 year contract) all subject to provisions for earlier termination including a break clause and renewals based on meeting and maintaining Key Performance Indicators. Your Housing Group reserves the right to withdraw from this procurement procedure at anytime without awarding a contract. Your Housing Group and/or its advisors shall not be liable for and will not pay any costs in respect of the preparation of any application and tender submission of any applicant or bidder whether they are successful or unsuccessful and all applicants and bidders 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 any appointment. An applicant shall be deemed to have unequivocally accepted this as a condition precedent to participation in this procurement process.

2) CPV code(s)

50750000 Lift-maintenance services

3) Quantity or scope

Your Housing Group is seeking to appoint a Service Provider to the following Lot for the provision of preventative maintenance and minor repairs, a 24/7 breakdown & call out service and the possibility of undertaking major repairs although major repairs are not guaranteed and competitive quotations may be obtained for this work. Tenders are to be invited for the provision of the Services to their various housing schemes, offices and housing units in the following area:

Lot 2

Merseyside Area comprising approx. approx 51 schemes with passenger lifts and approx. 48 stairlifts/through floor lifts in Liverpool, Halton, Knowsley, Sefton, St.Helens and the Wirral and South Area comprising approx. 22 schemes with passenger lifts and approx. 23 stairlifts /through floor lifts in Cheshire West, Warrington, Cheshire East, High Peak and Staffordshire. The annual budget for provision of the Services across both Lots is approx. GBP 73,000 inclusive of VAT.

Further information relating to the housing schemes, offices and housing units will be included in the tender documents. Schemes, offices and housing units may be added or deleted both prior to tender and during the contract period in accordance with Your Housing Group property portfolio. An applicant can apply to be considered for both Lots but the decision on whether an applicant will be awarded both Lots will be made following the return of tenders.

The proposed scope of the Lift Maintenance Services will comprise the carrying out of effective preventative maintenance together with a 24/7 breakdown and call out facility, the carrying out of minor repairs and maintenance works and possibly major repair works although these major works cannot be guaranteed and may be subject to competitive quotation. The services will be required to all types of lifts within the property portfolio and may comprise all

types of passenger/goods lifts, through floor lifts and stairlifts. Further comprehensive details of the scope of Lift Maintenance Services will be provided in the tender documents. Applicants must be suitably experienced and qualified to carry out the works required and be members of LEIA or equivalent. The proposed contracts will be administered by the Contracting Authority and their duly appointed consultants – further information will be provided in the tender documents.

The successful Service Provider must be able to have demonstrated a commitment to providing effective services that provide value for money. The proposed contract period will be 3 years commencing on or about the 1.4.2014 and with the option for extensions to this initial period in 3 yearly tranches for up to a further 6 years (potentially a 9 year contract) all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators.

4) Indication about different time frame or duration

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Details of Deposits and Guarantees that may be required will be set out in the tender and contract documents.

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

To be included in the tender documentation.

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 organisations submitting an acceptable offer it will be necessary to provide an undertaking that each organization will have joint and several liability.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: The successful contractor will be required to comply with Key Performance Indicators and clearly defined Customer Service Standards in the delivery of the services and against which the performance of the contractor will be judged. Compliance with Key Performance Indicators and Customer Service Standards will be instrumental in the decision whether to exercise the options to renew the contract.

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: A questionnaire will be sent to applicants who wish to be considered for inclusion on the select list for invitation to tender. Completed questionnaires with all supporting information are required to be submitted by 27.8.2013.

Applicants who satisfy any of the criteria for rejection set out in regulation 23 of the Public Contracts Regulations 2006, Article 45 of Directive 2004/18/EC shall be treated as ineligible. Applicants may be requested to provide such evidence as is reasonably necessary to allow Your Housing Group to establish that the aforementioned criteria does not apply to them.

III.2.2. Economic and financial ability

List and brief description of conditions: These requirements are set out in the PQQ which will be sent to all applicants. Copies of the PQQ can be requested from the contact point as set out in Annex A. The PQQ must be completed and returned with all required supporting information by the deadline listed in section IV.3.4 of this Notice.

Minimum level(s) of standards possibly required: Minimum annual turnover level in undertaking Lift Maintenance Services required for each Lot is as follows:

Lot 1 GBP 225,000 , Lot 2 GBP 225,000.

Further information regarding minimum levels of standards required will be detailed in the PQQ. Applicants accounting information shall show profitability or surplus at a level acceptable to the Contracting Authority so as likely to not place them at risk. Further assessment of the applicants financial stability using applicants accounting information.

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 and as set out in the PQQ which will be sent to all applicants. The PQQ must be completed and returned with all required supporting information by the deadline listed in section IV.3.4 of this Notice.

Minimum level(s) of standards possibly required:

Further information regarding minimum levels of standards required are set out in the PQQ and will form a part of the assessment for quality of the tender. Economic operators will be required to provide evidence of registration with LEIA or equivalent and have a proven track record in the successful delivery of the proposed services.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. 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: no

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 minimum number 5: and Maximum number 8

Objective criteria for choosing the limited number of candidates: Criteria in accordance with regulations 23(1), 24 and 25 of the Public Contracts Regulations 2006. In addition, those candidates who have the best technical and financial qualifications and can demonstrate proven delivery of the services being the subject of this notice in a social housing environment, based upon evaluation of the pre-qualification questionnaire to be submitted by all candidates

and the information/supporting data so provided. The above envisaged number of operators is for each Lot although an operator, subject to evaluation of their submitted PQQ and if invited to tender may be permitted to tender for more than one Lot.

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

Payable documents: no

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

27.8.2013 - 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

It is envisaged that the provisions of the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE 2006) are unlikely but may possibly apply to employees currently employed by contractors in carrying out the services. Further information on the possible application of TUPE 2006 will be provided in the Tender Documents.

VI.4. Procedures for review

VI.4.1. Review body

Official name: see VI.4.2

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: The Contracting Authority will incorporate a minimum 10 day calendar standstill period at the point information on the award of the contract is communicated to tenderers.

If an appeal regarding the award of contract has not been successfully resolved, the Public Contracts Regulations 2006 (SI 2006 No5) (as amended) provide for aggrieved parties who have been harmed or are at risk to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought within 3 months.

Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the Contracting authority to amend any document and may award damages. If the contract has been entered into the Court may only award damages or, where the contract award procedures have not been followed correctly, declare the contract to be “in effective”.

VI.4.3. Service from which information about the review procedure may be obtained**VI.5. Date of dispatch of this notice**

25.7.2013