

**Soft Market testing**

**Out of Hours Emergency Services**

Contract Period:

**Oct 2024 to Oct 2026**

1. **Background**

WCHG via the Wythenshawe Works Department is seeking to potentially tender the Out of hours Emergency Services to enable the Association to fulfil its statutory duties.

These include Gas repairs, Electrical repairs, Drainage, Plumbing repairs, Joinery repairs, Roofing and any other associated emergency repairs.

WCHG manages 14000 properties around the Wythenshawe area of south Manchester, all the stock is within a 3-mile radius. WCHG delivers approximately 4000 emergency repairs per annum. The emergency service commences everyday at 6pm until 8am weekdays and from Friday 6pm until Monday 8am which includes a 24hours service over the weekends.

To support this service, we have duty officers on standby who are at the end of the phone to provide any support, advice or site assistance where required.

WCHG has direct responsibility for maintaining and providing emergency services for 14000 domestic properties and some non-domestic properties including various type of buildings and structures including supported accommodation, community centres and offices.

**Definition of an Emergency Repair**

An emergency repair is one which may be dangerous and immediately threaten the customers health or cause damage to the customers home, for example, repairs that involve water, electricity, gas or drains.

Some examples are:

* A complete loss of power due to an electrical fault
* Having no heating or hot water
* A flood or bad leak that cannot be contained
* Ground floor doors or windows that are insecure
* Sewage overflowing.

We would like to take the opportunity to do some `soft market testing’ as outlined below, to determine current interest levels in the market.

1. **Key Aims**

WCHG are aiming to achieve the following:

* To achieve high standards of customer experience;
* To ensure all customers get a service which is suitable for their needs;
* To make sure all our homes are kept to a high standard and that our customers live in safety comfort and warmth.
* To be open and honest with customers, and listen to them through customer feedback and involvement.
* To meet the standards set out in our repairs policy
* To provide value for money.
* To complete emergency repairs in a way that is safe;
* To provide value for money;
* To complete the repair at first visit or minimum make safe
* To ensure any follow on works are reported back to WCHG
* To make our service easy to use.

**Project Timescales**

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| **Stage of the project** | **Anticipated deadline** |
| Soft market testing  | 30TH April 2024  |
| Progress to tender | TBC |
| Closing date for suppliers to have submitted documents | TBC |
| Result of Procurement Process  | TBC |
| Contract Start Date | TBC  |

1. **Soft Market Testing**

**THIS IS NOT A CALL FOR COMPETITION**

The Soft Market Test is intended to allow interested organisations with relevant experience to outline their views and provide information with no commitment to themselves or Wythenshawe Community Housing group (WCHG).

WCHG is looking to award a contract If a decision is made to tender this service the maximum annual budget is TBC. It is further envisaged that the initial contract would be for a period of two years**.** During the Soft Market Test, we would like to gauge the level of interest.

**Stage 1 -** Interested suppliers are required to complete the following company information form and a short questionnaire (at appendix 1). Suppliers who complete and return the questionnaire ***may*** be invited to meet with WCHG representatives to discuss its requirements.

**The questionnaire should be returned via Intend by 30th April 2024 by 12pm (Noon)**

If Suppliers have any questions about this soft market test, such questions should be submitted to the WCHG using the ‘Question and Answer’ facility within the opportunity advertised via Intend A copy of the question and a copy of the written reply may be circulated to all Suppliers, with anonymity of the Supplier preserved. Suppliers must not raise questions through any other channels, including direct emails. No questions will be responded to, other than those raised through the appropriate channels as described above.

**We encourage your participation in this soft market testing exercise, but must emphasise that your involvement in this exercise will not carry any commercial advantage in any ensuing procurement process.**

**No information provided in response to this soft market testing exercise will be used in any evaluation of any subsequent response to a procurement exercise.**

1. **General Information**

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| --- | --- | --- |
| **1.1** | Full name of your organisation: |  |
| Contact Details Name: |  |
| Job Title: |  |
| Address: |  |
| Telephone no: |  |
| Fax No: |  |
| Mobile No: |  |
| Email Address: |  |
| Web Address (if any): |  |

**Appendix 1 – Questionnaire**

**Please complete the following questionnaire fully, highlighting any information that you consider to be commercially sensitive\***

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| **A1** | Would you be interested in bidding for this proposed Project?If Yes, why?If No, why not? |
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| **A2** | 1. Please detail the experience your organisation has in delivering this type of service?
2. Please include up to 2 case studies if possible

**(Word Count: 750)** |
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| **A3** | When/if WCHG go to tender following the soft market test, is there anything in addition to the information in this brief that suppliers would need to be advised of in order to aid in their response.**(Word Count: 750** |
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| **A4** | Please detail how you will meet the current and future requirements as detailed in the service requirement ? (**Word Count: 750)** |
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| **A5** | Please can you submit some indicative costs of attending the emergency to make safe or carry out a minor repair?  (**Word Count: 750)** |
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