

# Responsive Repairs, Voids & Associated Works DPS

A Dynamic Purchasing System (DPS) solution that provides the flexibility to support your organisation with property refurbishment and general building repairs projects.



# Efficient management of property refurbishment and general building repairs projects with PfH

This DPS for Responsive Repairs and Void Works is designed to provide organisations with additional and flexible capacity to manage their repair and maintenance needs efficiently. This solution offers a streamlined procurement process, enabling swift engagement with regional suppliers who have the necessary capacity and capability. By leveraging this DPS, organisations can ensure timely and effective management of property refurbishment and general building repairs projects, ultimately enhancing customer satisfaction and operational efficiency.



## Solution design

Our team of procurement experts can work with you to design your solution and create the associated tender documentation. Drawing on decades of experience we provide trusted advice, insight into best in class approaches and can facilitate pre-market engagement activity within the local contractor community.

Minimum standards, specifications and social value? We'll help you with that too.



## Procurement expertise

We've done the hard work already having established the DPS in full compliance with the Public Contracts Regulations 2015 and evaluating and selecting initial suppliers. With a compliant procurement solution already in place, your requirement can be tendered in as little as 10 days. We'll apply our robust project management disciplines to support you through this process, ensuring that a highly tailored contract is delivered in a quick and efficient manner.

# Responsive Repairs & Voids Works DPS Overview

The table below provides further information related to the specific requirements per category.

Lot number	Lot description	Works/services required	Minimum technical requirements required to join DPS	Additional technical requirements which may be required – exact requirements will be defined within the invitation to tender
1	Full-service/multi discipline provision	Full delivery of all responsive repair's requirements and / or completion of full voids refurbishment works. Responsive repairs are likely to comprise general repairs and joinery works, plumbing and heating works and electrical works. Qualified Contractors may be required to supplement existing direct labour, or fully manage the end-to-end process of delivering responsive repairs on behalf of members including call handling, repairs diagnostics and work scheduling. Qualified Contractors may be required to fully manage tier 2 and / or specialist works as part of their offering via the use of approved subcontractors.	Gas Safe NICEIC	As defined by customer at ITT stage
2	General repairs and joinery	Delivery of general building repairs and responsive repairs requirements and / or completion of general repairs and joinery voids refurbishment works. Qualified Contractors may be required to supplement direct labour, or fully manage the end-to-end process of delivering responsive repairs on behalf of members including call handling, repairs diagnostics and work scheduling. Qualified Contractors may be required fully manage tier 2 and / or specialist works as part of their offering via the use of approved subcontractors.		As defined by customer at ITT stage
3	Plumbing and heating	Delivery of plumbing, heating and/or gas responsive repairs requirements and / or completion of plumbing & heating voids refurbishment works. Qualified Contractors may be required to supplement direct labour, or fully manage the end-to-end process of delivering relevant responsive repairs on behalf of members including call handling, repairs diagnostics and work scheduling. Qualified Contractors may be required fully manage tier 2 and / or specialist works as part of their offering via the use of approved subcontractors.	GasSafe	As defined by customer at ITT stage

Lot number	Lot description	Works/services required	Minimum technical requirements required to join DPS	Additional technical requirements which may be required – exact requirements will be defined within the invitation to tender
4	Electrical	Delivery of electrical responsive repairs requirements and / or completion of electrical voids refurbishment works. Qualified Contractors may be required to supplement direct labour, or fully manage the end-to-end process of delivering relevant responsive repairs on behalf of members including call handling, repairs diagnostics and work scheduling. Qualified Contractors may be required fully manage tier 2 and / or specialist works as part of their offering via the use of approved subcontractors.	NICEIC or equivalent	As defined by customer at ITT stage
5	Specialist works	Delivery of specialist responsive repairs requirements and / or completion of specialist voids refurbishment works. Qualified Contractors may be required to supplement direct labour, or fully manage the end-to-end process of delivering relevant responsive repairs on behalf of members including call handling, repairs diagnostics and work scheduling.		As defined by customer at ITT stage



### **Compliant**

with the Public Contracts Regulations 2015



### **Efficiency**

swift procurement and award of contracts



### **Engagement**

with regional suppliers with capacity and capability



### **Flexibility**

to use your pricing and contract terms



### **Innovation**

enables innovative suppliers to join at any time



### **Due diligence**

supplier checks at the set up stage



Fully compliant with the Public Contracts Regulations 2015, you can reduce your procurement costs with a streamlined procurement process and benefit from a wealth of procurement knowledge and insight.

Our unique service model provides complete assistance from solution design and call-off through to award. Our tailored approach is not only flexible, but one that incorporates due diligence checks at the call off stage and supplier management, providing an additional layer of reassurance.

The adaptability of the DPS means new suppliers and contractors can apply to join at any point during its lifetime, ensuring the supplier pool remains relevant, competitive, and varied – essential in achieving value for money and mitigating risk.

With the ability to work with existing specifications, pricing mechanisms and contract terms, the Responsive Repairs, Voids & Associated Works Solution from PfH is a highly effective route to market which can be fully tailored to your delivery model.





**Full-service/  
multi-discipline  
provision**



**General repairs  
and joinery**



**Plumbing and  
heating**



**Electrical**



**Specialist works**





## We're here to help...

We are PfH, a technology-enabled procurement partner. We work with leading organisations to help manage spend better, drive sustainable value, and improve operational efficiency. At the heart of everything we do is our commitment to positively impact people's lives.

We provide procurement consultancy, compliant solutions such as frameworks and Dynamic Purchasing Systems (DPS), and procurement technology and analytics through our Quantum platform across the public and private sectors.

Get in touch to discuss your challenges or to find out more about how we can add value to your organisation.

## Get in touch!



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