



Sourcing Plan

June 2023 – June 2024

June 2023



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1. Purpose

The purpose of this sourcing plan is to give clear indication of Citizen's pipeline of planned procurements to be undertaken during the period of April 2023 – April 2024.

2. Background

Citizen is one of the largest Registered Providers in the West Midlands, providing over 30,000 high quality, affordable homes across Birmingham, Coventry, Worcestershire, Herefordshire, and Warwickshire.

Citizen's procurement activities are regulated by its Financial Regulations, the Regulator of Social Housing and Homes England, the UK Procurement Regulations (2015) and The Public Services (Social Value) Act 2012.

We endeavour to procure works, goods and services that provide the optimum balance of quality and cost, which fulfil business requirements and deliver wider benefits to the communities in which we operate.

3. Disclaimer and related matters

Neither Citizen or their technical, financial, or legal advisors, or any other advisor including Citizen employees:

- Makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the information contained within this document
- Accepts any responsibility for the information contained in this document or for its fairness, accuracy, or completeness. Nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.

4. How to access the procurement opportunities

For our procurement exercises, we utilise In-Tend Limited which allows us to manage our procurement activity from initial advertisement all the way through to contract award. To visit our tender portal, please click here: [Citizen's In-Tend Portal](#).



On our Tender Portal, you can register your details, view, and express interest in live tender opportunities.

When we seek to procure goods, works or services above the monetary thresholds detailed in the regulations, we also advertise the opportunity via the Find a Tender service and/ or Contracts Finder.

For more information about becoming a Citizen supplier and/ or for further details on our procurement procedures, please contact our Procurement team at procurement@citizenhousing.org.uk.

5. Procurement value bands

For all procurement processes the value of any potential purchase or Contract will determine which Value Band it falls into and therefore how it should be procured.

Set out in the table below, are the value bands and potential routes to market within Citizens Procurement Procedures:

Value Band	Financial Value	Route to Market
A	£500 - £5,000	Quote Procedure
B	£5,000 - £30,000	
C	£30,000 - £50,000	Quote or Tender via In-Tend, or Framework Call-off
D	£50,000 - £213,477	Tender via In-Tend, or Framework Call-off
E	£213,477 - £5,336,937 (Works based contracts)	
F	Over £213,477 (Service or Supply based contracts)	FTS Compliant Tender, or Framework Call-off
G	Over £5,336,937	

6. Planned Procurements

CATEGORY	SUB-CATEGORY	DESCRIPTION	Value Band	Planned Procurement Start Date
Development	Cleaning Services	Sparkle cleans to void properties across group	B	01/07/2023
Facilities Management	Heat & Ventilation	Maintenance of Heating, Ventilation & Air Conditioning (HVAC) Systems	D	16/07/2023
Maintenance Operations	Maintenance Repairs	Temporary Agency staff to undertake damp and mould responsive repairs	D	24/07/2023
I.T & Telecoms	Software	Provision Of Ordnance Survey Data for GIS Mapping Systems	C	27/07/2023
I.T & Telecoms	Debt Collection & Advice	Income management and rent arrears proactive contact service	D	29/07/2023
Maintenance Operations	Skips and Services	Provision of Skips	F	31/07/2023
Maintenance Operations	General Building	General Building works in Worcestershire	C	01/08/2023
Professional Services	People	Whistle line Reporting Service	B	06/08/2023
Human Resource	Recruitment	Temporary Recruitment Services for Maintenance Operations	F	09/08/2023
Professional Services	Consultancy Services	Credit Rating Reports	B	16/08/2023
Housing & Neighbourhood Services	Replacement Flooring	Specialist Flooring Works for Retirement Living Properties	F	18/08/2023
Development	Carpets and Flooring	Supply and Installation of Carpets and Flooring in Coventry	F	22/08/2023
Customer Service	Surveys	Employee Engagement Survey	B	26/08/2023
Facilities Management	Alarms, Monitoring & Maintenance	Monitoring & Servicing of Alarms	B	27/08/2023
Asset Management	Legionella Monitoring & Water Hygiene	Legionella Services	F	27/08/2023
Human Resources	Learning & Development	Subscription of a Cloud based Training Tool for Advisers	B	30/08/2023



Asset Management	Repairs & Maintenance	PVCU Framework	E	30/08/2023
Learning & Development	Training	Learning Management System and E-learning	D	12/09/2023
Maintenance Operations	Software	Software for Repeat Repairs monitoring	C	16/09/2023
Housing & Neighbourhood Services	Materials	Purchase of Furniture and Associated Goods (Supported Housing Schemes)	D	17/09/2023
Asset Management	Maintenance & Repairs	Group Minor Metal Works	D	30/09/2023
Asset Management	Lifts Maintenance & Repairs	Group Lift Responsive Repairs and Maintenance	F	30/09/2023
Asset Management	Gas Servicing, Maintenance & Repairs	Provision of comprehensive gas servicing and responsive Repairs to domestic properties including dwellings in high rise blocks	F	30/09/2023
Care & Supported Housing	Security	Concierge Security Services	F	30/09/2023
Asset Management	Asbestos	Asbestos Surveying	F	30/09/2023
Professional Services	People	Digital right to work pre-employment checks	B	01/10/2023
Customer Service	Software	Customer Engagement Platform	F	01/10/2023
Customer Service	Software	Interactive Call Recording & QM	D	01/10/2023
Development	Software	License agreement which provides support and updates to their software product	B	01/10/2023
Building Safety	Chimney Maintenance & Repair	Chimney Cleaning Services	C	03/10/2023
Asset Management	Health & Safety	Health and Safety Management System	D	21/10/2023
Maintenance Operations	Repairs & Maintenance	Maintenance and Supply of ground care equipment	E	29/10/2023
Asset Management	Repairs & Maintenance	Specialist window repair and replacement to high rise blocks	C	31/10/2023
Asset Management	Maintenance & Repairs	Group Electrical Works Major	E	31/10/2023



Maintenance Operations	Repairs & Maintenance	Reactive Repair, Maintenance, and Installation	E	31/10/2023
Asset Management	Electrical Works	Electrical Works to support Maintenance Operations	E	31/10/2023
I.T & Telecoms	Software	Intranet software annual support and maintenance, annual upgrade, intranet health check, training, and 7.5 hours consultancy	B	01/11/2023
Asset Management	CCTV System	CCTV Cameras & Infrastructure Maintenance & Repairs	F	01/11/2023
Development	System Subscriptions	Property Marketing Platform	B	27/11/2023
Asset Management	Maintenance & Repairs	Slabbing and Fencing Works	D	30/11/2023
I.T & Telecoms	Network Services	Wide Area Network Services	D	30/11/2023
I.T & Telecoms	Software	Firewall Security Solution	D	30/11/2023
Asset Management	Repairs & Maintenance	Dry/ Wet Riser Repairs & Maintenance Contract	D	30/11/2023
Health and Safety	Health & Safety	Lone Working Alarm and Associated Services	D	30/11/2023
Maintenance Operations	Repairs & Maintenance	To support the requirements for Groundworks such as slabbing, fencing and site clearance.	D	01/12/2023
I.T & Telecoms	Insurance Services	Cyber Insurance	D	01/12/2023
Human Resource	Healthcare	Employee Assistance Programme	D	01/12/2023
Asset Management	Repairs & Maintenance	Solar PV Repair & Maintenance	D	01/12/2023
Human Resource	Software	Hosted Integrated HR and Payroll System	F	03/12/2023
Facilities Management	Cleaning Services	Office Cleaning Worcester	C	04/12/2023
Performance & Assurance	Software	Provision of Pentana Risk business performance system and associated licenses	B	10/12/2023
I.T & Telecoms	Software	Space Management and Utilisation Software	C	22/12/2023
I.T & Telecoms	Intranet Support and Maintenance	Web Hosting for Citizen	C	31/12/2023



Communications	Intranet Support and Maintenance	Website Developer for Citizen Housing & Signature Homes	C	31/12/2023
Asset Management	Repairs & Maintenance	Domestic Sprinkler & Bin suppression Systems repair and Maintenance	C	31/12/2023
Customer Service	System Subscriptions	Digital Engagement Platform	B	31/12/2023
I.T & Telecoms	Hardware	Hardware Maintenance Support	C	31/12/2023
Development	Landscape works	Stock Plot Gardens Maintenance	A	01/01/2024
Building Safety	Repairs & Maintenance	Gates and Barriers Reactive Repairs	B	01/01/2024
Building Safety	Maintenance Repairs	Servicing of Automatic Opening Vents	B	01/01/2024
Building Safety	Repairs & Maintenance	Servicing of Mobility Equipment	B	01/01/2024
Asset Management	Aerials	Provision of Commercial Management and Consultancy Services (Aerials and Communications Equipment)	C	01/01/2024
Building Safety	Electrical Works	The servicing, maintenance and repair of Electric Gates, Barriers, and Roller shutters	B	11/01/2024
I.T & Telecoms	System Subscriptions	100Mbps Radio Datalink and M-Secure Managed Virtual Firewall	A	12/01/2024
Building Safety	Repairs & Maintenance	6 Monthly additional dry/wet riser inspection	B	01/02/2024
Human Resource	Legal Services	Online HR Resources, providing employment law advice, HR good practice and benchmarking	C	01/02/2024
Care & Supported Housing	Alarms, Monitoring & Maintenance	Careline Monitoring Service and Proactive Wellbeing Check	F	01/02/2024
I.T & Telecoms	Software	Electronic Signature System	B	06/02/2024
I.T & Telecoms	Mobile Phones	Mobiles & Associated Services	D	14/02/2024
Customer Service	Language and translation services	Translation, Transcription and Additional Services	D	28/02/2024
Estates & Services Team	Waste Disposal	Tipping of bulk waste, fly tipping, green waste, and void furniture.	D	01/03/2024
Facilities	Removal & Storage Services	External Storage Solutions	C	11/03/2024
I.T & Telecoms	Telephony	Inbound calls	D	23/03/2024



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Care & Supported Housing	Security	Security Services at Whitecross Road	D	03/04/2024
I.T & Telecoms	I.T Capital	Penetration Testing Services for Citizen Housing Group	C	15/04/2024
Performance & Assurance	Software	Board Management & Committee Meeting Support Software	B	20/04/2024
Estates & Services Team	Waste Management	Facility for tipping of green waste only - Herefordshire area	B	01/05/2024
I.T & Telecoms	Software	GIS Web Mapping System	D	01/05/2024
Maintenance Operations	Network Services	Relocation and replacement of a number of telecommunication lines attached to the external walls of our properties.	D	05/05/2024
I.T & Telecoms	Intranet Support and Maintenance	Desktop Workspace	D	26/05/2024
Treasury & Finance	Software	30 Year Financial model providers	B	01/06/2024
Maintenance Operations	Electrical - Maintenance & Repairs	The installation and on-going support of electronic software to devices for electricians	B	01/06/2024
Building Safety	Gas Servicing, Maintenance & Repairs	Non-Domestic Gas Servicing	D	01/06/2024
Building Safety	Gas Servicing, Maintenance & Repairs	Ventilation and Extract Servicing	D	01/06/2024
Maintenance Operations	Health & Safety	Management Of Road Risk	D	01/06/2024
I.T & Telecoms	Intranet Support and Maintenance	Desktop Virtualisation Platform	B	26/06/2024
Health and Safety	Health & Safety	Health and Safety Training for Line Managers	B	27/06/2024