



Sourcing Plan

June 2024 – December 2025

June 2024

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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 June 2024 – December 2025.

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
Maintenance Operations	Waste Management	Facility for tipping of green waste only - Herefordshire area	D	01/06/2024
Maintenance Operations	Waste Management	Facility for tipping of green waste - Birmingham	D	01/06/2024
Maintenance Operations	Repairs & Maintenance	Group Drain Cleansing & Maintenance Works	E	01/06/2024
I.T & Telecoms	Telephony	Desktop Telephony	F	01/06/2024
I.T & Telecoms	Mobile Phones	Mobiles & Associated Services	D	01/06/2024
Maintenance Operations	Waste Management	Tipping of bulk waste, fly tipping, green waste and void furniture	D	01/06/2024
I.T & Telecoms	Software	Software support agreement to cover the Fabric Interconnect Switch	A	01/06/2024
I.T & Telecoms	I.T Capital	Penetration Testing Services for Citizen Housing Group	C	01/06/2024
Maintenance Operations	Waste Management	Facility for tipping of green waste only	B	01/06/2024
Asset Management	Programmed works	Smart Thermostat and Ventilation Units	F	20/06/2024
Development	Carpets and Flooring	Supply and Installation of Carpets and Flooring in Coventry	C	22/06/2024
I.T & Telecoms	Intranet Support and Maintenance	Desktop Workspace	D	26/06/2024
I.T & Telecoms	Debt Collection & Advice	Income management and rent arrears proactive contact service	F	30/06/2024
Professional Services	Software	30 Year Financial model provider	B	01/07/2024
Facilities Management	Office Supplies	Stationery Supplies	D	01/07/2024
Building Safety	Gas Servicing, Maintenance & Repairs	Non-Domestic Gas Servicing	D	01/07/2024
Building Safety	Gas Servicing, Maintenance & Repairs	Ventilation and Extract Servicing	D	01/07/2024

Maintenance Operations	Health & Safety	Management Of Road Risk (MOR)	D	01/07/2024
I.T & Telecoms	Software	Open Accounts Software & Support	F	01/07/2024
Asset Management	Gas Servicing, Maintenance & Repairs	Third Party Gas and Electrical Auditing	F	01/07/2024
I.T & Telecoms	Mobile Phones	Mobiles & Associated Services	B	24/07/2024
I.T & Telecoms	Intranet Support and Maintenance	Desktop Virtualisation Platform	B	26/07/2024
Asset Management	Skips and Services	Provision of fixed skip and tipping facilities to Hereford	B	10/08/2024
I.T & Telecoms	Software	Interactive Call Recording & QM	D	10/08/2024
Asset Management	Repairs & Maintenance	Machinery and Tool Maintenance for Hereford & Worcester General Maintenance Team	B	14/08/2024
Asset Management	Waste Management	To provide a static skip to new hurtleberry depot and to tip directly at providers tip	C	14/08/2024
Maintenance Operations	Repairs & Maintenance	Repair and Maintenance of Call Alarm equipment	D	20/08/2024
Asset Management	Repairs & Maintenance	Damp Testing and Remedial Works	C	01/09/2024
Maintenance Operations	Skips and Services	Provision of Skips	F	01/09/2024
Housing	Alarms, Monitoring & Maintenance	Careline Monitoring Service and Proactive Wellbeing Check	F	01/09/2024
I.T & Telecoms	Fire Safety	Intranet software annual support and maintenance, annual upgrade, intranet health check, training and 7.5 hours consultancy.	F	01/09/2024
Asset Management	Programmed works	Smart Thermostat and Ventilation Units - Solihull and Walsall	F	02/09/2024
Human Resource	Training	Safeguarding Training	B	10/09/2024
I.T & Telecoms	Software	Portal to provide route for making hardship funds to customer who are faced with a financial crisis	D	13/09/2024
Human Resource	Recruitment	Temp Recruitment of Staff	F	15/09/2024

I.T & Telecoms	Hardware	Annual hardware maintenance contract on diesel Standby Generator and UPS battery backup devices based at 4040, to ensure our onsite backup systems are maintained and operational.	A	23/09/2024
Maintenance Operations	Fuel	Fuel Cards and Associated Services	F	28/09/2024
Professional Services	Debt Collection & Advice	Former Tenancy Debt Collection Services	C	01/10/2024
Asset Management	Legionella Monitoring & Water Hygiene	Legionella Services	F	01/10/2024
Human Resource	Recruitment	Permanent Recruitment Services	C	13/10/2024
I.T & Telecoms	Consultancy Services	Data Subject Access Request Management	B	14/10/2024
I.T & Telecoms	Network Services	WAN upgrade + Firewall Security Solution	F	31/10/2024
Asset Management	Repairs & Maintenance	Car Park Enforcement at Thomas King, Nauls Mill, Pioneer House & Paul Stacey	A	01/11/2024
Maintenance Operations	Repairs & Maintenance	Maintenance and Supply of Ground care Equipment - Supply & Servicing	F	01/11/2024
Maintenance Operations	Repairs & Maintenance	Maintenance and Supply of Ground care Equipment - Supply Only	F	01/11/2024
Maintenance Operations	Repairs & Maintenance	Whitegoods - Reactive Repair, Maintenance and Installation	F	01/11/2024
Asset Management	Utilities - Property	Energy Gas Supply	F	01/11/2024
Asset Management	Utilities - Property	Energy Electricity Supply	F	01/11/2024
Professional Services	Insurance Services	General Insurance & Related Services, Property & Related Insurances, Directors & Officers Insurance, Motor Fleet Risks-Insurance Cover	F	01/11/2024
Professional Services	Insurance Services	Terrorism - Insurance Cover	F	01/11/2024
Professional Services	Insurance Services	Engineering Insurance & Inspection - Insurance Cover	F	01/11/2024
Asset Management	Chimney Maintenance & Repair	Chimney Sweep Services	C	03/11/2024

I.T & Telecoms	Consultancy Services	Media Intelligence services	B	03/11/2024
Facilities Management	Repairs & Maintenance	Handyman & General Repairs Supplier for Facilities Team	B	15/11/2024
I.T & Telecoms	Hardware	Database Enhanced Support	B	25/11/2024
Development	System Subscriptions	Property Marketing Platform	D	28/11/2024
I.T & Telecoms	Software	Software Management & Procurement Contract	F	30/11/2024
Asset Management	Repairs & Maintenance	Fall Arrest and Lightning Protection repair & Maintenance	D	01/12/2024
Asset Management	Repairs & Maintenance	Cold water booster set repair and maintenance & generators	D	01/12/2024
I.T & Telecoms	Hardware	Hardware support - Blade servers	A	06/12/2024
I.T & Telecoms	Finance software	Banking Software for Supplier bank details verification	B	24/12/2024
I.T & Telecoms	System Subscriptions	New Property Marketing Software	B	25/12/2024
Asset Management	Repairs & Maintenance	Solar PV Repair & Maintenance	D	31/12/2024
Building Safety	Repairs & Maintenance	To provide servicing and maintenance to Citizen's solar thermal hot water equipment	D	31/12/2024
Learning & Development	Training	Leadership programme for Asset Management and Maintenance Operations.	B	01/01/2025
Asset Management	Repairs & Maintenance	Service and Maintenance of Split Systems	D	01/01/2025
Professional Services	Consultancy Services	Provision of specialist services for Retrofit Assessment, Retrofit Coordination and Retrofit Design for SHDF Wave 1 and subsequent Wave phases	D	01/01/2025
Human Resource	Healthcare	Health cash plan	D	01/01/2025
Maintenance Operations	System Subscriptions	Proactive Customer Contact for Repairs and TSM's	D	01/01/2025
Health and Safety	Health & Safety	Lone Working Alarm and Associated Services	D	01/01/2025
Asset Management	Utilities - Property	Energy Brokerage and Bureau services	D	01/01/2025

Asset Management	Programmed works	Delivery of Social Housing Decarbonisation Fund - Birmingham	G	01/01/2025
I.T & Telecoms	Software	Provision of business performance system and associated licenses	B	09/01/2025
Asset Management	Consultancy Services	Tower Block Heating Upgrade Consultancy	C	11/01/2025
Human Resource	Office Supplies	Supply & delivery of milk to offices in Birmingham & Coventry.	B	14/01/2025
Human Resource	People	Tech employee benefits: Mobile phone/Laptop/computer purchase scheme on our new benefits platform	A	18/01/2025
I.T & Telecoms	Software	Space Management and Utilisation Software	B	24/01/2025
Human Resource	Employee Assistance Programme	Employee Assistance Programme Service	B	31/01/2025
Asset Management	Repairs & Maintenance	Unvented Cylinder Services	C	01/02/2025
Asset Management	Aerials	Provision of Commercial Management and Consultancy Services (Aerials and Communications Equipment)	C	01/02/2025
Customer Involvement & Engaging	System Subscriptions	Digital Engagement Platform	B	01/02/2025
I.T & Telecoms	System Subscriptions	100Mbps Radio Datalink connection, Managed Virtual Firewall & /29 IP range	B	01/02/2025
Rents and Service Charge	Utilities - Property	Energy Brokerage and Bureau services	D	01/02/2025
Asset Management	Asbestos	Safe Removal of ACM	F	01/02/2025
Asset Management	Generator Servicing	Service and Maintain Standby Generators at Cleveland Tower, Clydesdale Tower & Rea Place Birmingham twice a year	B	07/02/2025
I.T & Telecoms	Software	Server Endpoint protection software licences	B	28/02/2025
Facilities Management	Waste Management	Commercial Waste Collection - St James Lane	A	01/03/2025
Learning & Development	Training	NVQ Carpentry Training	A	01/03/2025

Professional Services	Legal Services	Online HR Resources, providing employment law advice, HR good practice and benchmarking	B	01/03/2025
Human Resource	Training	Bespoke training Course to suit housing - out of hour and break a lock to enter a property	B	01/03/2025
Maintenance Operations	Electrical - Maintenance & Repairs	Electrical Works in Hereford & Worcester	D	01/03/2025
Human Resource	Employee Assistance Programme	Occupational Health Provider	D	01/03/2025
Asset Management	Repairs & Maintenance	Distribution board replacements	E	01/03/2025
Development	Consultancy Services	Fire Inspector on Storage Conversion Development Scheme	B	20/03/2025
Housing & Neighbourhood Services	Emergency Accommodation	Temporary emergency accommodation provider.	F	01/04/2025
Facilities Management	Removal & Storage Services	External Storage Solutions	C	11/04/2025
Professional Services	Licences	Licence fee to for e-learning content	B	26/04/2025
Asset Management	Programmed works	Construction and Relocation of Telecom Towers	A	30/04/2025
Learning & Development	Learning & Development	Coaching for Scott Worth	A	01/05/2025
Facilities Management	Site Management	Maintenance and Servicing of our Office Doors and Roller Shutters across Group	B	03/05/2025
Asset Management	Fire Improvement	Fire Remedial Actions Repair Works	E	01/06/2025
I.T & Telecoms	Hardware	NetApp Hardware	D	08/06/2025
Housing	Document Management	Design and distribution of rent setting/adjustment letters	D	11/06/2025
Professional Services	Postal and Courier Services	Hybrid Mail, Digital and Transformational Communications	F	25/06/2025
Professional Services	Consultancy Services	Re-Roofing CDM Lot 10 Principal Designer	B	01/07/2025
Maintenance Operations	Trees Survey & Management	Provision of Arboriculture Services	D	01/07/2025
Asset Management	Fire Safety	Fire Door Data Pins	D	10/07/2025



Asset Management	Fire Improvement	Fire Remedial Actions Works	E	24/07/2025
I.T & Telecoms	Software	Provision Of Ordnance Survey Data for GIS Mapping Systems	D	28/07/2025
I.T & Telecoms	Software	Website Licences	B	01/08/2025
Asset Management	Alarms, Monitoring & Maintenance	Hand Arm Vibration Monitoring Devices	B	24/08/2025
Facilities Management	Carpark	Overflow car-parking for Torrington Office on Templar Avenue (Coventry)	A	11/09/2025
Human Resource	People	Recognition Reward Benefits Platform	B	22/09/2025
Professional Services	Consultancy Services	Credit Rating Reports	A	16/10/2025