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Tender

## **Energy Advice**

West of England Combined Authority

F02: Contract notice

Notice identifier: 2024/S 000-004777

Procurement identifier (OCID): ocds-h6vhtk-0439b3

Published 13 February 2024, 12:09pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

West of England Combined Authority

3 Rivergate, Temple Quay

Bristol

BS1 6ER

### **Contact**

Mr Paul Smith

### **Email**

[paul.smith@westofengland-ca.gov.uk](mailto:paul.smith@westofengland-ca.gov.uk)

### **Telephone**

+44 7436629523

## **Country**

United Kingdom

## **Region code**

UK - United Kingdom

## **Internet address(es)**

Main address

<https://www.westofengland-ca.org.uk/>

Buyer's address

<https://www.westofengland-ca.org.uk/>

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Register>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Register>

## **I.4) Type of the contracting authority**

Regional or local Agency/Office

## **I.5) Main activity**

Environment

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Energy Advice

Reference number

DN711047

#### **II.1.2) Main CPV code**

- 72253000 - Helpdesk and support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Authority is looking to procure service is to provide households in Bristol and Bath and NE Somerset (BaNES) energy advice and referrals for handling their energy bills and suppliers. The service is to be focused on those struggling with their bills, including advice on low and no-cost measures and behaviours to save energy; and advice and referrals on financial and other support.

This Invitation to Tender (ITT) is issued by West of England Combined Authority (CA) who are seeking to appoint a supplier to provide the services defined in the Scope of Requirements. The contract will be open to other Public Sector organisations as defined in the published Contract Notice.

The West of England Combined Authority is establishing an initial 12-month contract with the option to extend up to a further 36 months.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

## **II.2.4) Description of the procurement**

Nationally, central Government provides advice for those interested in retrofitting their homes with insulation and energy saving and generating measures<sup>1</sup>. Locally, the West of England Mayoral Combined Authority (MCA) have launched the RetrofitWest Home Energy Advice to support households in this endeavour.

However, there is little independent and offline accessible energy advice for households on low-cost non disruptive measures to save energy, or what to do if they are struggling to pay.

In South Gloucestershire residents are advised and referred to Warm and Well ([www.warmandwell.co.uk](http://www.warmandwell.co.uk)) and its associated freephone energy advice service, managed by Severn Wye Energy Agency on behalf of South Gloucestershire Council and other Gloucestershire Local Authorities.

In Bristol the Centre for Sustainable Energy (CSE) have operated a similar advice service for over 20 years. In Bath and North East Somerset (BaNES), there is 'Energy at Home' – a freephone advice line and website ([www.energyathome.org.uk](http://www.energyathome.org.uk)) run by the council.

To raise awareness and bolster the capacity of local energy advice, the MCA approved up to £150,000 of funding for a Local Energy Advice Pilot<sup>2</sup> in the West of England during a peak in the cost of energy bills during the winter of 2022/23. A Committee Approval in March 2023 approved extending funding by £165k.

The details of this extension were approved as a delegated decision to the MCA's Environment Director in consultation with their equivalent Environment Directors in the Unitary Authorities. This tender seeks to procure an energy advice service for the Local Authority areas of Bristol and BaNES.

### **Specification of Energy Advice Services being tendered**

This service is to provide households in Bristol and Bath and NE Somerset (BaNES) energy advice and referrals for handling their energy bills and suppliers. The service is to be focused on those struggling with their bills, including advice on low and no-cost measures and behaviours to save energy; and advice and referrals on financial and other support.

This energy advice is to be provided in the form of:

Freephone advice line with human operatives answering calls Monday – Friday, 9am-5pm providing tailored support to people's circumstances (heating use, house condition, income,

health, vulnerabilities, occupancy and behaviours, etc)

B&NES have an existing freephone number through their Energy @ Home scheme – this would be transferred to this service

Online website advice materials with advice pages or downloadable literature

Residents to be provided by energy advisors trained in City & Guilds Energy Awareness NVQ (or similar energy advice accreditation agreed w/ the MCA prior to this ITT closing) to provide this tailored advice (either in answering phone calls or in call-backs from the service operator by suitably trained advisors).

As well as energy advisors having suitable training (detailed in paragraph above), they must have understanding and ability to refer to residents to:

Local and national support services (including those from local authorities, Household Support Grants, Priority Services Register, etc)

Energy grants (including ECO-flex, Home Upgrade Grant, Boiler Upgrade Schemes, pre-payment vouchers, etc)

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

14 February 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

14 March 2024

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

West of England Combined Authority

3 Rivergate, Temple Quay

Bristol

BS1 6ER

Email

[paul.smith@westofengland-ca.gov.uk](mailto:paul.smith@westofengland-ca.gov.uk)

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Royal Courts of Justice

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom