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Tender

Heating and Hot Water Systems Framework

EFFICIENCY EAST MIDLANDS LIMITED

F02: Contract notice

Notice identifier: 2021/S 000-005348

Procurement identifier (OCID): ocds-h6vhtk-029c55

Published 16 March 2021, 5:53pm

Section I: Contracting authority

I.1) Name and addresses

EFFICIENCY EAST MIDLANDS LIMITED

Unit 3 Maisies Way, The Village

Derbyshire

DE55 2DS

Contact

Amy Wheatley

Email

tenders@eem.org.uk

Telephone

+44 1246395610

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.eem.org.uk

Buyer's address

www.eem.org.uk

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://xantive.supplierselect.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://xantive.supplierselect.com/>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Heating and Hot Water Systems Framework

Reference number

EEM0026

II.1.2) Main CPV code

- 50720000 - Repair and maintenance services of central heating

II.1.3) Type of contract

Services

II.1.4) Short description

Efficiency East Midlands Ltd (EEM) is a not for profit consortium which establishes and manages a range of framework and DPS agreements. Our membership has now grown to 222 public sector organisations including housing associations and ALMO's, Local Authorities, NHS trusts, Education Providers, Blue Light Services, Government Agencies and Charities.

EEM have also established a formal collaboration with 3 like-minded procurement consortia - Westworks, South East Consortium and Advantage South West. The membership list for these three consortia may be obtained from the following website addresses:

www.westworks.org.uk

www.southeastconsortium.org.uk

www.advantagesouthwest.co.uk

EEM wishes to procure and enter into framework agreements with multiple Contractors for the provision of heating and hot water systems servicing, maintenance, repairs and Installations. A range of fuel types will be covered by the framework including but not limited to; gas, solid fuel, oil and renewable heating systems.

The framework will be tendered and awarded based on the following lots:

- Lot 1 - Domestic Heating Servicing, Maintenance, Repairs and Installations
- Lot 2 - Commercial Heating Systems - Servicing, Maintenance, Repairs and Installation
- Lot 3 - Renewable Heating Systems Servicing, Maintenance, Repairs and Installations
- Lot 4 - Heating System Auditing and Consultancy Services

Each of the above lots have been split into geographical sublots:

Sublot 1 - Midlands

Sublot 2 - National Coverage

Contracting Authorities who require a single contractor to manage the servicing and/or installation programmes across their domestic, commercial and or renewable heating system stock can compliantly procure a single contractor via EEM0026. Contracting Authorities can use either a Direct Selection or Mini Competition to appoint a contractor and only the Contractors who sit across all the relevant work stream lots and geographical sublots the Contracting Authority is looking to use can participate in the selection process. Further details and guidance on the lot structure for this framework can be located within Part A of the tender documentation.

II.1.5) Estimated total value

Value excluding VAT: £500,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 4

II.2) Description

II.2.1) Title

Domestic Heating System Servicing, Maintenance, Repairs, and Installations

Lot No

1

II.2.2) Additional CPV code(s)

- 09321000 - Hot water
- 09323000 - District heating
- 42161000 - Hot-water boilers
- 42515000 - District heating boiler
- 44620000 - Central-heating radiators and boilers and parts
- 45232140 - District-heating mains construction work
- 45232141 - Heating works
- 45259300 - Heating-plant repair and maintenance work
- 45315000 - Electrical installation work of heating and other electrical building-equipment
- 45331100 - Central-heating installation work
- 45331110 - Boiler installation work
- 45332200 - Water plumbing work
- 50531100 - Repair and maintenance services of boilers
- 50531200 - Gas appliance maintenance services
- 50720000 - Repair and maintenance services of central heating
- 71314310 - Heating engineering services for buildings
- 71321200 - Heating-system design services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England

- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales

II.2.4) Description of the procurement

Lot 1 is being created to support Members manage the servicing and maintenance of their domestic property heating systems ensuring compliancy and adherence to servicing cycles, repairs and emergency callouts will also be covered by this lot. Lot 1 includes the for the supply and installation of new boilers, heating systems, alterations and full and partial upgrades as required to a range of fuel systems.

The following services are not an exhaustive list of services covered by Lot 1.

- Basic and comprehensive servicing, maintenance, and repair of domestic heating systems
- Servicing, maintenance, and repair of domestic boilers
- Attendance to break downs and emergency repairs
- Back-up to in-house Gas Team for domestic gas repairs and servicing
- Installation of boilers and heating systems, alterations and full and partial upgrades as required to a range of fuel systems.
- Gas safety Inspection and landlords certification
- Any additional elements of work associated with the above listed or relevant to Lot 1.

All of the services described above are mandatory elements covered by Lot 1 of the framework. Bidders should not submit a bid unless they are able to deliver all elements of the works required under the lot they are applying for.

Lot 1 is split into geographical sublots and EEM reserve the right to appoint up to 8 Contractors on to each subplot:

Sublot 1 - Midlands

Sublot 2 - National Coverage

Contractors MUST be able to provide services in at least three of the sub regions (Counties) listed within the tender documents for Sublot 1 Midlands and at least Six of the sub regions (Counties) listed for Sublot 2 National Coverage.

The final number of Contractors appointed on to each lot and subplot of the Framework will depend on the outcome of the tender evaluation and organisations meeting minimum score requirements for the quality element of the evaluation.

The framework is being procured by Efficiency East Midlands Ltd (EEM) on behalf of their members and the other organisations described in this notice as being authorised users. The call-off contracts to be awarded pursuant to the framework agreements to be entered at conclusion of the procurement exercise may extend for a duration of up to 5 years beyond expiry of the 4-year framework term. The estimated lot value as described in this notice takes into account the full framework term, the possibility that the EEM membership may grow over the framework lifetime and the lots and geographical sub-lots .

II.2.5) Award criteria

Quality criterion - Name: Minimum Framework Requirements Assessment / Weighting: Pass/Fail

Quality criterion - Name: Method Statement Assessment Questions / Weighting: 40%

Cost criterion - Name: Domestic Servicing / Weighting: 6.5%

Cost criterion - Name: Domestic Heating Installation / Weighting: 8%

Cost criterion - Name: Domestic Boiler Installation / Weighting: 8%

Cost criterion - Name: Domestic Heating Installation SOR's / Weighting: 5%

Cost criterion - Name: Domestic Heating SOR's / Weighting: 5%

Cost criterion - Name: Domestic Servicing Scenario's / Weighting: 7.5%

Cost criterion - Name: Domestic Installation Scenario's / Weighting: 15%

Cost criterion - Name: Call Out Rates / Weighting: 2.5%

Cost criterion - Name: Labour Rates / Weighting: 2.5%

II.2.6) Estimated value

Value excluding VAT: £250,000,000

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) Description

II.2.1) Title

Commercial Heating and Hot Water Systems

Lot No

2

II.2.2) Additional CPV code(s)

- 09321000 - Hot water
- 09323000 - District heating
- 39715100 - Electric instantaneous or storage water heaters and immersion heaters
- 39715210 - Central-heating equipment
- 42161000 - Hot-water boilers
- 42515000 - District heating boiler
- 44620000 - Central-heating radiators and boilers and parts
- 45232140 - District-heating mains construction work
- 45232141 - Heating works

- 45259300 - Heating-plant repair and maintenance work
- 45315000 - Electrical installation work of heating and other electrical building-equipment
- 45331100 - Central-heating installation work
- 45331110 - Boiler installation work
- 50531100 - Repair and maintenance services of boilers
- 50531200 - Gas appliance maintenance services
- 50721000 - Commissioning of heating installations
- 71314310 - Heating engineering services for buildings

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales

II.2.4) Description of the procurement

Lot 2 is being created to support Members manage the servicing and maintenance of their commercial property heating systems ensuring compliancy and adherence to servicing cycles, repairs and emergency callouts will also be covered by this lot. Lot 2 also include the for the supply and installation of new boilers, heating systems in a range of fuel types, alterations and full and partial upgrades as required, including plant rooms.

The following services are not an exhaustive list of services covered by Lot 2.

- Basic and comprehensive servicing, maintenance, and repair of commercial heating systems
- Servicing, maintenance, and repair of commercial boilers
- Attendance to break downs and emergency repairs
- Installation of boilers and heating systems, alterations and full and partial upgrades including plant and boiler houses as required, commercial systems will allow for a range of fuel systems
- Gas safety inspection and landlords certification
- Any additional elements of work associated with the above listed or relevant to Lot 2

All of the services described above are mandatory elements covered by Lot 2 of the framework. Bidders should not submit a bid unless they are able to deliver all elements of the works required under the lot they are applying for.

Lot 2 is split into geographical sublots and EEM reserve the right to appoint up to 8 Contractors on to each subplot:

Sublot 1 - Midlands

Sublot 2 - National Coverage

Contractors MUST be able to provide services in at least three of the sub regions (Counties) listed within the tender documents for Sublot 1 Midlands and at least Six of the sub regions (Counties) listed for Sublot 2 National Coverage.

The final number of Contractors appointed on to each lot and subplot of the Framework will depend on the outcome of the tender evaluation and organisations meeting minimum score requirements for the quality element of the evaluation.

The framework is being procured by Efficiency East Midlands Ltd (EEM) on behalf of their members and the other organisations described within this notice as being authorised users. The call-off contracts to be awarded pursuant to the framework agreements to be entered at conclusion of the procurement exercise may extend for a duration of up to 5 years beyond expiry of the 4-year framework term. The estimated lot value as described in this notice into account the full framework term, the possibility that the EEM membership may grow over the framework lifetime and the lots and geographical sub-lots

II.2.5) Award criteria

Quality criterion - Name: Minimum Framework Requirements Assessment / Weighting: Pass/Fail

Quality criterion - Name: Method Statement Assessment Questions / Weighting: 40%

Cost criterion - Name: Commercial Servicing Rates / Weighting: 15%

Cost criterion - Name: Commercial Schedule of Rates / Weighting: 15%

Cost criterion - Name: Servicing Scenario's / Weighting: 15%

Cost criterion - Name: Installation Scenario's / Weighting: 5%

Cost criterion - Name: Call Out and Labour Rates / Weighting: 10%

II.2.6) Estimated value

Value excluding VAT: £125,000,000

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) Description

II.2.1) Title

Renewable Heating Systems

Lot No

3

II.2.2) Additional CPV code(s)

- 09321000 - Hot water
- 09330000 - Solar energy
- 42511110 - Heat pumps
- 45232141 - Heating works
- 45259300 - Heating-plant repair and maintenance work
- 45261215 - Solar panel roof-covering work
- 45315000 - Electrical installation work of heating and other electrical building-equipment
- 50511000 - Repair and maintenance services of pumps
- 50721000 - Commissioning of heating installations
- 71321200 - Heating-system design services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales

II.2.4) Description of the procurement

Lot 3 is being created to support Members manage the servicing and maintenance of their renewable heating systems ensuring compliancy and adherence to servicing cycles, repairs and emergency callouts will also be covered by this lot. Lot 3 also includes the for the design, supply and installation of new renewable heating systems, alterations and full and partial upgrades as required.

The following services are not an exhaustive list of services covered by Lot 3.

- Servicing, maintenance, repair and installation of renewable heating systems including air source and ground source systems, solar pv and thermal systems, combined heat and power generating boilers, biomass and wood burning systems.
- Attendance to break downs and emergency repairs
- Heating systems designs, alterations, and full and partial upgrades
- Renewable heat source inspections and reports
- Any additional elements of work associated with the above listed or relevant to Lot 3.

All of the services described above are mandatory elements covered by Lot 3 of the framework. Bidders should not submit a bid unless they are able to deliver all elements of the works required under the lot they are applying for.

Lot 3 is split into geographical sublots and EEM reserve the right to appoint up to 8 Contractors on to each subplot:

Sublot 1 - Midlands

Sublot 2 - National Coverage

Contractors MUST be able to provide services in at least three of the sub regions (Counties) listed within the tender documents for Sublot 1 Midlands and at least Six of the sub regions (Counties) listed for Sublot 2 National Coverage.

The final number of Contractors appointed on to each lot and subplot of the Framework will depend on the outcome of the tender evaluation and organisations meeting minimum score requirements for the quality element of the evaluation.

The framework is being procured by Efficiency East Midlands Ltd (EEM) on behalf of their members and the other organisations described in this notice as being authorised users. The call-off contracts to be awarded pursuant to the framework agreements to be entered at conclusion of the procurement exercise may extend for a duration of up to 5 years

beyond expiry of the 4-year framework term. The estimated lot value as described in this notice takes into account the full framework term, the possibility that the EEM membership may grow over the framework lifetime and the lots and geographical sub-lots .

II.2.5) Award criteria

Quality criterion - Name: Minimum Framework Requirements Assessment / Weighting: Pass/ Fail

Quality criterion - Name: Method Statement Assessment Questions / Weighting: 40%

Cost criterion - Name: Renewable Heating System Servicing / Weighting: 10%

Cost criterion - Name: Renewable Heating System Installations / Weighting: 20%

Cost criterion - Name: Renewable Heating System Schedule or Rates / Weighting: 10%

Cost criterion - Name: Renewable Heating System Scenario's / Weighting: 15%

Cost criterion - Name: Call Out and Labour Rates / Weighting: 5%

II.2.6) Estimated value

Value excluding VAT: £125,000,000

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) Description

II.2.1) Title

Heating System Auditing and Consultancy Services

Lot No

4

II.2.2) Additional CPV code(s)

- 50531200 - Gas appliance maintenance services
- 79212000 - Auditing services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales

II.2.4) Description of the procurement

Lot 4 provides a route for members requiring audit and consultancy services . Lot 4 Contractors will provide independent validation of a percentage of servicing, repairs and installations carried out by the Contracting Authorities heating contractor. Consultancy across a range of heating system types including technical advice and specification/design consultancy. In addition to audit and consultancy services Lot 4 also provides members with an option for gas safety awareness training and any other gas/heating system training requested for their internal workforce.

The following services are not an exhaustive list of services covered by Lot 4.

- Gas audit and compliance inspections including examination of landlords gas safety record's to ensure for technical accuracy and legal compliance
- Management of the client's annual service programmes
- Technical and asset management solution
- Specification advice
- Boiler condition reports
- Post inspections of heating system repairs
- Post inspection audits of annual domestic gas appliance servicing
- Post inspection audits of new development domestic heating system installations
- Repairs and systems beyond repair review / second opinions
- Work-in-progress assessments
- Independent advice regarding all aspects of The Gas Safety (Installation and Use) (Amendment) Regulations 2018
- Feedback on contractor and engineer performance to aid continuous improvement.
- Renewable heat source inspections and reports
- Heat loss calculation
- Gas safety awareness training
- Bespoke heating related safety and awareness training
- Heating system consultancy services
- Electrical audits
- Any additional services associated with the above listed or relevant to Lot 4.

All of the services described above are mandatory elements covered by Lot 4 of the framework. Bidders should not submit a bid unless they are able to deliver all elements of

the works required under the lot they are applying for.

Lot 4 is split into geographical sublots and EEM reserve the right to appoint up to 8 Contractors on to each subplot:

Sublot 1 - Midlands

Sublot 2 - National Coverage

Contractors MUST be able to provide services in at least three of the sub regions (Counties) listed within the tender documents for Sublot 1 Midlands and at least Six of the sub regions (Counties) listed for Sublot 2 National Coverage.

The final number of Contractors appointed on to each lot and subplot of the Framework will depend on the outcome of the tender evaluation and organisations meeting minimum score requirements for the quality element of the evaluation.

The framework is being procured by Efficiency East Midlands Ltd (EEM) on behalf of their members and the other organisations described in this notice as being authorised users. The call-off contracts to be awarded pursuant to the framework agreements to be entered at conclusion of the procurement exercise may extend for a duration of up to 5 years beyond expiry of the 4-year framework term. The estimated lot value as described in this notice takes into account the full framework term, the possibility that the EEM membership may grow over the framework lifetime and the lots and geographical sub-lots .

II.2.5) Award criteria

Quality criterion - Name: Minimum Framework Requirements Assessment / Weighting: Pass/Fail

Quality criterion - Name: Method Statement Assessment Questions / Weighting: 40%

Cost criterion - Name: Auditing and Consultancy Rates / Weighting: 20%

Cost criterion - Name: Training / Weighting: 10%

Cost criterion - Name: Labour Rates / Weighting: 10%

Cost criterion - Name: Scenario / Weighting: 20%

II.2.6) Estimated value

Value excluding VAT: £50,000,000

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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.2.1) Previous publication concerning this procedure

Notice number: [2020/S 046-109671](#)

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

Date

14 May 2021

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

English

IV.2.7) Conditions for opening of tenders

Date

17 May 2021

Local time

3:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The call-off contracts to be awarded pursuant to the framework agreements to be entered at conclusion of the procurement exercise may extend for a duration of up to 5 years beyond expiry of the 4-year framework term.

Please note that the total potential framework value stated within this notice is in relation to the full 4-year framework and takes into consideration the lot structure, length of call off contracts and that the EEM membership may grow over the framework lifetime .

Where the contract notice states a maximum of suppliers to be appointed to the Framework, this means within each lot. EEM reserves the right to appoint less than the numbers stated.

This framework is being procured by Efficiency East Midlands Ltd (EEM) on behalf of their members and the other organisations described below as being authorised users. The following contracting authorities will be entitled to agree and award contracts under this framework agreement as Authorised Users:

1) any Member of EEM which for the avoidance of doubt currently includes 3 partner consortia - Westworks(www.westworks.org.uk), Advantage South West (www.advantagesouthwest.co.uk) and South East Consortium (www.southeastconsortium.org.uk). A full list of current members is available at www.eem.org.uk

2) any future member of EEM or our partner consortia and in all cases being an organisation which has applied to join EEM or our partner consortia in accordance with the applicable constitutional documents;

3) An EEM participant being an organisation which is neither a current or EEM member (as defined at 1 above) nor a future member of EEM (as defined at 2 above)

Further details regarding the authorised users of this framework can be found in the ITT documents. To respond to this tender or review the documentation, please:

1) Go to the portal <https://xantive.supplierselect.com>

- 2) If you need to register a new account follow the prompts to set up your organisation;
- 3) When you sign in select 'Public Projects' from the menu (top right). A list of all open tenders will be displayed;
- 4) Select 'EEM0026 Heating and Hot Water Systems Framework' from the list of projects and then 'Create Opportunity'. That will give you access to the basic information;
- 5) Click 'Accept Opportunity' to get more detail including all clarification logs. There is no obligation to submit a response;
- 6) If you do wish to submit a response, do so before the deadline by changing the status to submitted. You will only be allowed to submit if every mandatory question is answered.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

The Cabinet Office

Correspondence Team, Cabinet Office, Whitehall

London

SW1A 2AS

Telephone

+44 2072761234

Country

United Kingdom