

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005635-2025>

Tender

EEM0026 Heating and Hot Water Systems Framework

EFFICIENCY EAST MIDLANDS LIMITED

F02: Contract notice

Notice identifier: 2025/S 000-005635

Procurement identifier (OCID): ocds-h6vhtk-04bd04

Published 18 February 2025, 3:09pm

Section I: Contracting authority

I.1) Name and addresses

EFFICIENCY EAST MIDLANDS LIMITED

3 Maisies Way

Alfreton

DE55 2DS

Contact

Ros Smith

Email

tenders@eem.org.uk

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

07762614

Internet address(es)

Main address

<https://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://www.delta-esourcing.com/delta/index.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/delta/index.html>

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

EEM0026 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 includes public sector organisations such as housing associations and ALMO's, local authorities, NHS trusts, education providers, emergency 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 are conducting this tender exercise to procure a Heating and Hot Water Systems Framework to replace our existing framework that is due to expire in August 2025. The framework is split into core lots and geographical sublots as described below:

Lot 1 - Domestic Heating and Hot Water Systems

Sublot 1 - Midlands

Sublot 2 - National Coverage

Lot 2 - Commercial Heating and Hot Water Systems

Sublot 1 - Midlands

Sublot 2 - National Coverage

Lot 3 - Renewable Heating and Hot Water Systems

Sublot 1 - Midlands

Sublot 2 - National Coverage

II.1.5) Estimated total value

Value excluding VAT: £850,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Domestic Heating and Hot Water Systems

Lot No

1

II.2.2) Additional CPV code(s)

- 09321000 - Hot water
- 09323000 - District heating
- 38431000 - Detection apparatus
- 42161000 - Hot-water boilers

- 42511110 - Heat pumps
- 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 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 Five 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: Tender Assessment Questions (Part D4) / Weighting: Pass/Fail

Quality criterion - Name: Competence Assessment and Best Practise Requirements (Part D3) / Weighting: Pass/Fail

Quality criterion - Name: Presentation / 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: Call Out Rates / Weighting: 2.5%

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

Cost criterion - Name: Domestic Installations Scenario / Weighting: 15%

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
- 38431000 - Detection apparatus
- 39715100 - Electric instantaneous or storage water heaters and immersion heaters
- 39715210 - Central-heating equipment
- 42161000 - Hot-water boilers
- 42511110 - Heat pumps
- 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 Five 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: Tender Assessment Questions (Part D4) / Weighting: Pass/Fail

Quality criterion - Name: Competence Assessment and Best Practise Requirements (Part D3) / Weighting: Pass/Fail

Quality criterion - Name: Presentation / 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.2.7) 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 and Hot Water Systems

Lot No

3

II.2.2) Additional CPV code(s)

- 09321000 - Hot water
- 09330000 - Solar energy
- 38431000 - Detection apparatus
- 42160000 - Boiler installations
- 42511110 - Heat pumps
- 44621110 - Central-heating radiators
- 44621220 - Central-heating boilers
- 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
- 45331100 - Central-heating installation work
- 45331110 - Boiler installation work
- 50511000 - Repair and maintenance services of pumps
- 50531100 - Repair and maintenance services of boilers
- 50531200 - Gas appliance maintenance services
- 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 Five 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: Tender Assessment Questions (Part D4) / Weighting: Pass/Fail

Quality criterion - Name: Competence Assessment and Best Practise Requirements (Part D3) / Weighting: Pass/Fail

Quality criterion - Name: Presentation / 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 of Rates / Weighting: 10%

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

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

II.2.7) 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: [2024/S 000-037422](#)

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

Date

29 April 2025

Local time

2:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

29 April 2025

Local time

2:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The call-off contract's to be awarded pursuant to the Framework Agreements to be entered at conclusion of the procurement exercise begun by publication of the Contract Notice may extend for a duration of up to five years beyond expiry of the four-year term of the Framework Agreement.

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,

EEM reserves the right to appoint less than the numbers stated.

The Framework is being procured by EEM on behalf of the organisations that have been accepted as authorised users. Authorised users are classed as any current company law

member, any future company law members and any user that has been authorised access to the frameworks and other public procurement tools provided by EEM.

EEM is incorporated as a company limited by guarantee and is owned and governed by a small number of organisations who make up our 'Company Law Members', all of which are

Contracting Authorities in their own right. The Framework Agreements being procured by the procurement exercise begun by publication of the Contract Notice will be entered by

EEM as the Contracting Authority which will have undertaken and completed that procurement exercise. Any reference in the Contract Notice or tender documents to Contracting Authority is deemed to be and include a reference to EEM.

The organisations entitled to access and use the Framework Agreements to be awarded at conclusion of the procurement exercise begun by publication of the Contract Notice are:

Any current EEM Member - being an organisation which is a Company Law Member of EEM at the date of this Contract Notice and being one of the organisations who owns and governs EEM;

Any Future Member of EEM, from time to time Company Law Members and the EEM Board may appoint additional organisations to become Company Law Members. All Future

Members will also be Contracting Authorities in their own right; and

A Framework User - being an organisation who has signed and agreed to the terms of accessing EEM Frameworks and who is authorised to access the frameworks and other public procurement tools provided by EEM.

EEM frameworks may be accessed by all publicly funded organisations. Frameworks can be used by any organisation that falls into one or more of the categories listed below and can be

identified through the links provided as users in accordance with the Public Contracts Regulations 2015 or the Procurement Act 2023.

The list of potential framework users below is not exhaustive of all organisations who can utilise EEM services, access will be granted to any publicly funded organisation.

Registered Social Landlords in England and Wales, including but not limited to

1. Registered Social Landlords in England and Wales, including but not limited to <https://www.gov.uk/government/publications/registered-providers-of-social-housing>
2. Local Authorities, including but not limited to England and List of councils in Wales
3. National Health Service (NHS) bodies including NHS Trusts, foundation trusts, Integrated Care Boards or Partnerships, GP federations and other health and social care providers within England and Wales
4. All emergency services including Police Forces, fire and rescue departments and emergency medical services
5. All education establishments including but not limited to, schools maintained by local authorities, academy trusts, colleges, universities and other further education establishments
6. Registered Charities with a relevant link to the core purpose and services provided by

EEM

7. All other contracting authorities as defined in the Public Contracts Regulations 2015 or the Procurement Act 2023

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts Of Justice

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice

London

Country

United Kingdom

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

The Cabinet Office

London

Country

United Kingdom