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Contract

## **Retrofit Home (Domestic) Energy Efficiency Works - Managing Agents**

Watford Borough Council  
Three Rivers District Council

F03: Contract award notice

Notice identifier: 2023/S 000-009969

Procurement identifier (OCID): ocds-h6vhtk-0375ac

Published 5 April 2023, 2:05pm

### **Section I: Contracting authority**

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

Watford Borough Council

Three Rivers House, Northway

Rickmansworth

WD3 1RL

#### **Contact**

Lisa Cook

#### **Email**

[derek.hatcher@watford.gov.uk](mailto:derek.hatcher@watford.gov.uk)

#### **Telephone**

+44 1923278370

**Country**

United Kingdom

**Region code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

<https://www.watford.gov.uk>

**I.1) Name and addresses**

Three Rivers District Council

Three Rivers House, Northway

Rickmansworth

WD3 1RL

**Email**

[derek.hatcher@watford.gov.uk](mailto:derek.hatcher@watford.gov.uk)

**Country**

United Kingdom

**Region code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

<https://www.threerivers.gov.uk>

**I.2) Information about joint procurement**

The contract involves joint procurement

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

Regional or local authority

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

Housing and community amenities

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### **Section II: Object**

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

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

Retrofit Home (Domestic) Energy Efficiency Works - Managing Agents

Reference number

2022/S 000-028942

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

- 71541000 - Construction project management services

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

Services

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

Delivery of Domestic Retrofit Projects and Related Services for Council's, Local Authorities and Social Housing Organisations within Hertfordshire and Buckinghamshire. This will be a managing agent service offering a turnkey service for all aspects of the delivery. This will be a Framework Agreement.

This award notice is made on behalf of all of those organisations listed in the original publication referenced 2022/S 000-028942. These are all local authorities in Hertfordshire and Buckinghamshire and any registered Social Landlord/ Social Housing provider/ Housing Association for housing stock within Hertfordshire or Buckinghamshire (in whole or part)

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

This contract is divided into lots: Yes

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £75,000,000

## **II.2) Description**

### **II.2.1) Title**

Managing Agent for Grant-Funded Domestic Retrofit Schemes

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 71541000 - Construction project management services

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

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

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

Managing Agent for Grant-Funded Domestic Retrofit Schemes - this includes responsibility for the day-to-day delivery of a domestic retrofit projects such as the Green Homes Grant schemes mentioned above, ensuring all aspects of the services are delivered professionally and to the requirements stated herein, including but not limited to:

- Providing independent project management services to enable a non-affiliated supply chain
- Strategizing to secure, procure, and manage a contractor supply chain, including installers, surveyors (EPC surveyors, Retrofit Assessors etc.)
- Creating a project delivery plan
- Contract and Performance Management
- Provisioning a call centre service to manage customer enquiries and applications
- Establishing and running systems to manage the customer journey end-to-end including eligibility screening, application processing and customer support services (see example of customer journey in Appendix 2)
- Identifying eligible properties and households using building stock and fuel poverty data (data analysis)
- Household engagement, marketing, and recruitment (lead generation)
- Undertaking whole-house surveys, retrofit assessments, and technical

solution design (or arranging qualified subcontractors for this purpose). •Management of the retrofit works (scheduling and delivery) •Inspections, quality assurances and works approval •Monitoring and evaluation of projects including complying with any reporting requirements outlined by the funding body, for example with LAD projects by completing monthly reports in a timely manner to enable their submission to the Department for Business, Energy and Industrial Strategy (BEIS) within agreed deadlines (see typical reporting requirements in Appendix 3) •Customer satisfaction, installation completion and sign-off •Complying with GDPR requirements and procedures such as the creation of secure data sharing and storage arrangements for all parties.

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

Quality criterion - Name: Experience / Weighting: 8

Quality criterion - Name: Accreditation / Weighting: 3

Quality criterion - Name: Environmental Sustainability / Weighting: 6

Quality criterion - Name: Delivery Plan / Weighting: 15

Quality criterion - Name: Risk / Weighting: 7

Quality criterion - Name: Staffing and Resource / Weighting: 6

Quality criterion - Name: Supply Chain Management / Weighting: 9

Quality criterion - Name: Management Reports / Weighting: 3

Quality criterion - Name: KPI / Weighting: 3

Cost criterion - Name: Cost Model / Weighting: 40

### **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

## **II.2) Description**

### **II.2.1) Title**

## Management of Energy Company Obligation (ECO) scheme

Lot No

Lot 2

### **II.2.2) Additional CPV code(s)**

- 71314300 - Energy-efficiency consultancy services

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

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

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

The procured service provider will: a) Provide a referral route to receive and manage referrals from either; directly from residents, from contractors and or their managing agents. We would expect the service to be accessible by website referrals, a free to call telephone service operating from 09:00 to 17:00, Monday to Friday, alongside other customer communication channels such as email, letter and SMS. b) Secure ECO funding via its contracts with obligated utility companies or contractors to support the cost of technically suitable energy efficiency measures in qualifying households. c) Respond promptly and professionally to all requests for energy saving services from residents within the Local Authority areas. d) Manage a referral scheme to provide ECO funded measures in domestic housing, having undertaken a robust recruitment exercise to identify a suitable installer network. This will involve carrying out: quality; health and safety; technical; regulatory; risk; warranty and financial checks on scheme installers, to ensure, for example, installer compliance with the latest PAS retrofit standards

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

Quality criterion - Name: Experience / Weighting: 10

Quality criterion - Name: Accreditation / Weighting: 5

Quality criterion - Name: Environment & Sustainability / Weighting: 5

Quality criterion - Name: Delivery Plan / Weighting: 25

Quality criterion - Name: Risk / Weighting: 5

Quality criterion - Name: Resource and Staffing / Weighting: 5

Quality criterion - Name: Management Reporting / Weighting: 5

Cost criterion - Name: Cost Model / Weighting: 40

#### **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

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

#### **II.2.1) Title**

Independent Energy Advice Service

Lot No

Lot 3

#### **II.2.2) Additional CPV code(s)**

- 71314200 - Energy-management services
- 71314300 - Energy-efficiency consultancy services

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

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

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

Independent Energy Advice Service: This Lot comprises the provision of energy saving

advice and support to residents in defined council areas. The procured service provider will: a. Provide independent, impartial and up-to-date advice and support to householders in the Local Authority areas to help them save energy and money on their fuel bills, and reduce their carbon footprints through behavioural changes, switching tariffs or undertaking energy efficiency home upgrades. b. Have a free to call telephone service operating from 09:00 to 17:00, Monday to Friday, alongside other customer communication channels such as email, letter and SMS. c. Have a proven commitment to alleviating fuel poverty. d. Have staff experienced in speaking to the most vulnerable residents. e. Where applicable, refer customers to approved energy efficiency grant (or loan) schemes, including those the Councils are involved in delivering such as the Green Homes Grant LAD scheme and the Energy Company Obligation scheme.

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

Quality criterion - Name: Experience / Weighting: 5

Quality criterion - Name: Accreditation / Weighting: 5

Quality criterion - Name: Environment Sustainability / Weighting: 5

Quality criterion - Name: Delivery Plan / Weighting: 25

Quality criterion - Name: Risk / Weighting: 5

Quality criterion - Name: Staffing Resource / Weighting: 10

Quality criterion - Name: Management Reporting / Weighting: 5

Cost criterion - Name: Cost Model / Weighting: 40

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

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: Yes

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-028942](#)

#### **IV.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

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## **Section V. Award of contract**

### **Title**

Managing Agent for Grant-Funded Domestic Retrofit Schemes

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

4 April 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

National Energy Foundation

Suite 2.15, Challenge House, Sherwood Drive,

Bletchley, Milton Keynes,

MK3 6DP

Country

United Kingdom

NUTS code

- UKH25 - Central Bedfordshire

National registration number

02218531

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Warmworks Scotland LLP

1 Carmichael Place,

Leith, Edinburgh,

EH5 6PH

Country

United Kingdom

NUTS code

- UKM75 - Edinburgh, City of

National registration number

SO305326

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

E.ON Energy Solutions Limited

Westwood Way Westwood Business Park

Coventry

Country

United Kingdom

NUTS code

- UKG33 - Coventry

National registration number

03407430

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

OVO Energy Solutions Ltd

Cadworks 41 West Campbell Street

Glasgow Scotland

G2 6SE

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

National registration number

SC386054

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £60,000,000

Total value of the contract/lot: £60,000,000

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## Section V. Award of contract

### Title

Management of Energy Company Obligation (ECO) scheme

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

1 April 2023

#### V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### V.2.3) Name and address of the contractor

National Energy Foundation

Milton Keynes

Milton Keynes

Country

United Kingdom

NUTS code

- UKJ12 - Milton Keynes

National registration number

02218531

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

E.ON Energy Solutions Limited

Westwood Way Westwood Business Park

Coventry

Country

United Kingdom

NUTS code

- UKG33 - Coventry

National registration number

03407430

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £5,000,000

Total value of the contract/lot: £5,000,000

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**Section V. Award of contract**

**Title**

Independent Energy Advice Service

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

1 April 2023

**V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

National Energy Foundation

Milton Keynes

Milton Keynes

Country

United Kingdom

NUTS code

- UKJ12 - Milton Keynes

National registration number

02218531

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £1,000,000

Total value of the contract/lot: £1,000,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=773722593>

GO Reference: GO-202345-PRO-22471148

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

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

Watford Borough Council

Town Hall

Watford

wd17 3EX

Email

[derek.hatcher@watford.gov.uk](mailto:derek.hatcher@watford.gov.uk)

Country

United Kingdom