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Tender

CH232455 - Consultancy Services for Healthy Homes Ealing Services

London Borough of Ealing

F02: Contract notice

Notice identifier: 2023/S 000-014633

Procurement identifier (OCID): ocds-h6vhtk-03cea3

Published 23 May 2023, 1:12pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Ealing

Ealing Council, Perceval House, 14/16 Uxbridge Road

Ealing

W5 2HL

Contact

Andrew Shorter

Email

shortera@ealing.gov.uk

Telephone

+44 2088255000

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<http://www.ealing.gov.uk>

Buyer's address

<http://www.ealing.gov.uk>

I.3) Communication

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

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

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/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CH232455 - Consultancy Services for Healthy Homes Ealing Services

Reference number

DN666771

II.1.2) Main CPV code

- 71314000 - Energy and related services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Ealing (“the Authority”), is conducting an Open procurement process for the delivery of Ealing Council’s fuel poverty reduction service, Healthy Homes Ealing.

It is intended that the contract shall be for an initial term of 2 years, with the option to extend for a further 1 year. The approximate annual value of the contract is £129,244 - £169,231.5 and the total value is £467,707.00 (excl. VAT) including any extension options, if applicable. Bids above the value set out here will not be considered.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 71314000 - Energy and related services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The London Borough of Ealing (“the Authority”), is conducting an Open procurement process for the delivery of Ealing Council’s fuel poverty reduction service, Healthy Homes Ealing.

It is intended that the contract shall be for an initial term of 2 years, with the option to extend for a further 1 year. The approximate annual value of the contract is £129,244 - £169,231.5 and the total value is £467,707.00 (excl. VAT) including any extension options, if applicable. Bids above the value set out here will not be considered.

Within this two-year period, the contract contains provision for the delivery of high quality, in-home, energy consultations to at least 1,000 eligible Ealing residents, whilst also delivering energy advice to 3,000 Ealing residents.

Delivery of this contract means fulfilling the core elements of this service, which include:

- Provision of high-quality, in-home, energy consultations to vulnerable Ealing residents
- Management of the freephone telephone advice line. Provide free, impartial, energy advice to all Ealing residents
- Refer and signpost Ealing residents into relevant emergency support tools, as well as national and regional energy efficiency programmes for further support.
- Install small energy efficiency measures in Ealing homes to reduce energy loss and improve comfort.

Further details on these core elements is provided in the service Specification.

The winning contractor will be required to maintain the Healthy Homes Ealing freephone telephone advice line from Monday – Friday between 9am – 5pm. Delivery of this will require:

- Undertaking checks to clarify resident eligibility for an in-home consultation.
- Undertaking checks to clarify resident eligibility for available grant support (local and national).
- Provide energy advice and signpost residents to referral partners or Council-approved energy efficiency/ECO suppliers.
- Provide referrals to council and external services, where appropriate.

- Assist with tariff switching, depending on market conditions.

If eligible, winning contractor will be required to provide an in-home energy consultation within two weeks (ten working days) of initial referral. An in-home consultation will include, but not be limited to, the following:

- An assessment of the resident's fuel poverty status and actual energy usage, using a tool developed for this purpose e.g., NEA's fuel poverty assessment tool.
- An assessment of the resident's eligibility and suitability for measures under ECO and other support
- Check heating system controls are set appropriately and show the resident how to use the controls, programme smart thermostats, etc.
- Fit small energy efficiency measures such as draught protectors around doors and windows, that produce an immediate improvement to comfort.
- Provide a comfort pack (one per household) where appropriate.

The winning tenderer will be required to report on a number of KPIs set by the London Borough of Ealing on a monthly basis to track fuel poverty reduction in the borough, resident satisfaction, and delivery performance.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 30

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The Council may extend the term of this Contract by a further period of up to one (1) year

(the Extension Period). If the Council wishes to extend this Contract, it shall give the Consultant at least three one (13) months' written notice of such intention before the End Date set out in Condition 3.1. If the Council gives such notice, the End Date will be extended by the period set out in the notice.

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

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: Yes

IV.2) Administrative information

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

Date

23 June 2023

Local time

4:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

23 June 2023

Local time

4:00pm

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

High Court, Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom