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Tender

Gas Maintenance and Repair service to domestic properties

Cassiltoun Housing Association Ltd.

F02: Contract notice

Notice identifier: 2021/S 000-019375

Procurement identifier (OCID): ocds-h6vhtk-02d31e

Published 10 August 2021, 5:14pm

Section I: Contracting authority

I.1) Name and addresses

Cassiltoun Housing Association Ltd.

Castlemilk Stables, 59 Machrie Road

Glasgow

G45 0AZ

Email

cassiltoun@edwardsmacdowall.co.uk

Telephone

+44 1416342673

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.cassiltoun.org.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11383

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.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.uk/authority/noticecreate/Question602.aspx?ID=657919>

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Gas Maintenance and Repair service to domestic properties

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

Repair, maintenance and servicing of domestic gas-fired heating systems in Castlemilk, Glasgow (approximately 1,00Nr)

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Castlemilk, Glasgow

II.2.4) Description of the procurement

Cassiltoun Housing Association plans to engage a highly experienced and competent contractor to carry out servicing, maintenance and repairs to gas-fired central heating systems at the stock it owns in the Castlemilk area of Glasgow.

This will include

Annual Gas Servicing and safety checks and smoke/heat detector tests in accordance

with the specification

Reactive Maintenance in accordance with specification for any combination of Emergency, Urgent, and Routine Repairs, during the contract period

Planned Gas Maintenance in accordance with specification during the contract period - Full/partial heating installations / associated repairs

II.2.5) Award criteria

Quality criterion - Name: Proposed approach to communication, management and delivery of contract within the social rented sector, including supply chain management / Weighting: 25

Quality criterion - Name: Proposed approach to delivering high levels of tenant satisfaction for CHA / Weighting: 25

Quality criterion - Name: Proposed approach to achieving and maintaining high standards within the realm of Health and Safety when delivering contract / Weighting: 20

Price - Weighting: 30

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

+ 2 years

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

SPD must be fully completed in the format requested and returned on time.

Failure to complete any of the sections included within this procurement specific SPD will lead to exclusion from the competition.

Bidders must pass the minimum standards section of the ESPD; any 'fail' will lead to exclusion from the competition.

All firms who achieve 'pass' on all the 'pass/fail' sections and also achieve the quality threshold, which has been set at 90 points at section 4C.1.2, will proceed to stage 2.

4C.1.2 will be based on the following assessment:

Experience of similar scope, quantity and value of works for a minimum of two completed term contracts for the provision of a gas servicing and maintenance contract in the social rented sector (60%)

Experience of providing a service where customers are potentially vulnerable and which is centred on an appointment based system (20%)

Experience of achieving high levels of customer satisfaction (10%)

Experience of working to and meeting KPI targets (10%)

Beyond that, the Association will consider, but not be compelled to, including additional firms onto the shortlist based on ranking of score from SPD assessment.

Please refer to Appendix 1 of attached brief for more details

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

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 8 and 9 of the Procurement (Scotland) Regulations 2016.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Gas Safe registered, relevant to the requirements of this contract, at both company and operative level;

Gas Engineers delivering the services must be GasSafe registered and hold the Full Domestic ACS qualification;

All operatives delivering the services must be UKATA [or equal] asbestos awareness trained;

Detector installers delivering the services must be certified Aico 'Expert Installer LD2 CPD trained' or equivalent

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

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

Gas Safe registered, relevant to the requirements of this contract, at both company and operative level;

Gas Engineers delivering the services must be GasSafe registered and hold the Full Domestic ACS qualification;

All operatives delivering the services must be UKATA [or equal] asbestos awareness trained;

Detector installers delivering the services must be certified Aico 'Expert Installer LD2 CPD trained' or equivalent

III.2.2) Contract performance conditions

Your company must have an Equal Opportunities Policy which is actively promoted and adhered to

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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

17 September 2021

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

22 October 2021

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 1 April 2022

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2025

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Applicants must be able to certify to having, or committing to secure prior to contract being place, the following:

- a. Operation of a management database system which includes: access to e-mail facilities; electronic communication with engineers and the Employer; access to the contractor's database for reviewing property details, job history and job progress in real time; electronic documentation and real time CP12 issue; reports on no-access, repairs progress/ completion in Microsoft excel format; financial/ payment applications in a format to facilitate component accounting; record photographs; reports on no-access, progress/ completion; regular measurement/ reporting of KPIs; and providing reports that meet the requirements of the Social Housing Charter; particularly surrounding emergencies, non-emergencies, appointments and jobs complete right first time; reports on customer satisfaction levels; and an appointments-based repairs system, all in.xlsx or .csv format as agreed with the Employer;
- b. accreditation for compliance in accordance with ISO 9001&14001 or demonstrate you operate an effective Quality Management system to ensure there is a single, clearly identified local point of contact/ quality controller and that quality is managed effectively;
- c. accreditation with BS OHSAS 18001 or 45001 or have successfully met the assessment requirements of a construction-related scheme with registered membership of Safety Schemes in Procurement (SSIP)
- d. a management system to ensure there is a single, clearly identified local point of contact/ quality controller and that quality is managed effectively.

e. an Equal Opportunities Policy which is actively promoted and adhered to

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=657919.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2361>

A summary of the expected community benefits has been provided as follows:

It is the Employer's intention that this contract will attract Community Benefits across the contract term and the successful provider will work with the Employer to maximise local community benefits delivered.

A points based system, or alternative cash donation option, has been employed to quantify the requirement and to allow performance against the contractor's proposal to be measurable during contract delivery.

The Community Benefits are a contractual requirement to satisfy the Employer's objectives for local community stimulus and improvement as follows:

Employability:

Apprenticeships, work experience and training.

Skills and Training:

Training and work experience.

Environment:

Minimise harm and promote sustainability to the environment and society including energy usage, transportation, pollution, re-cycling in order to maximise value for money and sustainable delivery.

Supply Chain Opportunities:

Opportunities for local SMEs, mentoring & support including social enterprises, 2nd & 3rd tier supply chain opportunities.

Community Engagement

Support for projects involving social inclusion, wellbeing activities and community activities in partnership with the Employer through donations, sponsorship and/or participation.

Please refer to Schedule 9 of Draft specification of works document attached to this notice for more details

(SC Ref:657919)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9TW

Country

United Kingdom