

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/019991-2021>

Contract

## **Domestic Heating System Servicing, Maintenance, Repairs, and Installations**

EFFICIENCY EAST MIDLANDS LIMITED

F03: Contract award notice

Notice identifier: 2021/S 000-019991

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

Published 16 August 2021, 5:03pm

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

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

EFFICIENCY EAST MIDLANDS LIMITED

Unit 3 Maisies Way, The Village

Derbyshire

DE55 2DS

#### **Contact**

Amy

#### **Email**

[tenders@eem.org.uk](mailto:tenders@eem.org.uk)

#### **Telephone**

+44 1246395610

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**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.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**

Domestic Heating System Servicing, Maintenance, Repairs, and Installations

Reference number

Lot 1

**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 231 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](http://www.westworks.org.uk)

[www.southeastconsortium.org.uk](http://www.southeastconsortium.org.uk)

[www.advantagesouthwest.co.uk](http://www.advantagesouthwest.co.uk)

EEM conducted this procurement exercise and have subsequently awarded and entered into framework agreements with contractors for the provision of heating and hot water systems servicing, maintenance, repairs and Installations. A range of fuel types are covered under our framework including but not limited to; gas, solid fuel, oil and renewable heating systems.

The framework was 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. Please contact EEM for further guidance on the selection process.

#### **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: £500,000,000

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

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

Domestic Heating Servicing, Maintenance, Repairs and Installations (Lot 1)

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**

Efficiency East Midlands (EEM) carried out this tender exercise on behalf of our membership to establish a Heating and Hot Water Systems Framework.

Lot 1 has been 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, repairs 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 and appointed contractors are able to deliver all elements of the works required.

Lot 1 is split into geographical sublots:

Sublot 1 - Midlands

Sublot 2 - National Coverage

Contractors appointed to each subplot can 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 framework has been procured by Efficiency East Midlands Ltd (EEM) on behalf of their members and the other organisations described in Section VI.3) 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 II.2.6) takes into account the full framework term, the possibility that the EEM membership may grow over the framework lifetime and the geographical lots.

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

Quality criterion - Name: Minimum Framework Requirements Assessment (Pass/Fail) / Weighting: 0

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.2.11) Information about options**

Options: No

## **II.2) Description**

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

Commercial Heating and Hot Water Systems (Lot 2)

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
- 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 has been 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 includes for the supply and installation of new boilers, heating systems in a range of fuel

types, alterations, repairs 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 Commercial Heating and Hot Water Systems.

All of the services described above are mandatory elements covered by Lot 2 of the framework and appointed contractors are able to deliver all elements of the works required.

Lot 2 is split into geographical sublots:

Sublot 1 - Midlands

Sublot 2 - National Coverage

Contractors appointed to each subplot can 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 framework has been procured by Efficiency East Midlands Ltd (EEM) on behalf of their members and the other organisations described in Section VI.3) 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 II.2.6) takes into account the full framework term, the possibility that the EEM membership may grow over the framework lifetime and the geographical lots.

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

Quality criterion - Name: Minimum Framework Requirements Assessment (Pass/Fail) / Weighting: 0

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.2.11) Information about options**

Options: No

## **II.2) Description**

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

Renewable Heating Systems (Lot 3)

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 2 has been 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, repairs 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 Renewable Heating Systems.

All of the services described above are mandatory elements covered by Lot 3 of the framework and appointed contractors are able to deliver all elements of the works required.

Lot 3 is split into geographical sublots:

Sublot 1 - Midlands

Sublot 2 - National Coverage

Contractors appointed to each sublot can 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 framework has been procured by Efficiency East Midlands Ltd (EEM) on behalf of their members and the other organisations described in Section VI.3) 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 II.2.6) takes into account the full framework term, the possibility that the EEM membership may grow over the framework lifetime and the geographical lots.

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

Quality criterion - Name: Minimum Framework Requirements Assessment (Pass/ Fail) / Weighting: 0

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 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.2.11) Information about options**

Options: No

## **II.2) Description**

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

Heating System Auditing and Consultancy Services (Lot 4)

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 was tendered with the aim of providing a solution for members requiring audit and consultancy services . The requirements for Lot 4 stated Contractors were required to 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.

EEM failed to receive a sufficient number of compliant bids to evaluate and form a framework so we are NOT awarding Lot 4 Audit and Consultancy Services.

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

Quality criterion - Name: Minimum Framework Requirements Assessment (Pass/Fail) / Weighting: 0

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.2.11) Information about options**

Options: No

---

## **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: No

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

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

Notice number: [2021/S 000-005348](#)

---

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

### **Lot No**

Lot 1 (Sublot 1 and 2)

### **Title**

Domestic Heating System Servicing, Maintenance, Repairs, and Installations

A contract/lot is awarded: Yes

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

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

27 July 2021

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

Number of tenders received: 11

Number of tenders received from SMEs: 4

Number of tenders received by electronic means: 11

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

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

Dodd Group (Midlands) Ltd

Telford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Aaron Services Limited

Basildon

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Liberty Group Investments Limited

Liverpool

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

J Tomlinson Ltd

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Phoenix Gas Services Ltd

Stoke-on-Trent

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Matthews & Tannert Ltd

Nottinghamshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

UK Gas Services Limited

Leicestershire

LE6 0DQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

T & S Heating Ltd

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Sure Maintenance Ltd

Basildon

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £250,000,000

---

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

### **Lot No**

Lot 2 (Sublot 1 and 2)

### **Title**

Commercial Heating and Hot Water Systems

A contract/lot is awarded: Yes

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

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

27 July 2021

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

Number of tenders received: 8

Number of tenders received from SMEs: 4

Number of tenders received by electronic means: 8

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

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

Aaron Services Limited

Basildon

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

J Tomlinson Ltd

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Sure Maintenance Ltd

Basildon

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Phoenix Gas Services Ltd

Stoke-on-Trent

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Dodd Group (Midlands) Ltd

Telford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

T & S Heating Ltd

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

D & K Heating Services Limited

Sutton Coldfield

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £125,000,000

---

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

### **Lot No**

Lot 3 (Sublot 1 and 2)

### **Title**

Renewable Heating Systems

A contract/lot is awarded: Yes

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

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

27 July 2021

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

Number of tenders received: 7

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 7

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

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

Aaron Services Limited

Basildon

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Dodd Group (Midlands) Ltd

Telford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Phoenix Gas Services Ltd

Stoke-on-Trent

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

J Tomlinson Ltd

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Low Carbon Exchange Ltd

Weston-Super-Mare

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Vital Energi Utilities Limited

Blackburn

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Broad Oak Properties Ltd

Stoke on Trent

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £125,000,000

---

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

### **Lot No**

Lot 4

### **Title**

Heating System Auditing and Consultancy Services

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

---

## Section VI. Complementary information

### 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 value of GBP 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.

This framework has been procured by Efficiency East Midlands Ltd (EEM Ltd) 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](http://www.westworks.org.uk)), Advantage South West ([www.advantagesouthwest.co.uk](http://www.advantagesouthwest.co.uk)) and South East Consortium ([www.southeastconsortium.org.uk](http://www.southeastconsortium.org.uk)). A full list of current members is available at [www.eem.org.uk](http://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) based within England and Wales which owns and/ or maintains/manages housing stock in one or more geographic area in which it operates and/or is an NHS Trust (which includes acute trusts, mental health trusts, care service trusts and ambulance trusts) or an organisation, police authority, fire authority, ambulance trust, university, higher/further education college, school or academy or other public sector organisation.

Further details regarding the authorised users of this framework can be found within the tender documents.

### 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

Country

United Kingdom