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Tender

## **Domestic Gas Servicing, Maintenance and Associated Works**

The District Council of Folkestone and Hythe

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044790

Procurement identifier (OCID): ocids-h6vhtk-055793

Published 31 July 2025, 2:25pm

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### **Scope**

### **Reference**

DN780803

### **Description**

The Council is seeking to procure a contractor to deliver a Fully Inclusive Risk & Reward Contract (FIRRC) for the servicing, maintenance, responsive repairs, and upgrade works of gas, LPG, and solid fuel heating and hot water systems across its housing stock.

The contract will cover all associated components, including boilers, radiators, flues, cylinders, pipework, controls, and electrical elements, with all works delivered under a fixed-price model. The successful contractor will be responsible for ensuring full operational compliance, delivering first-time fixes where possible, and providing temporary heating when required.

The service includes resident liaison, void property coverage, energy efficiency advice, and support with compliance and safety inspections. Upgrade works may also be instructed at the Employer's discretion and must be delivered from design through to completion.

### **Total value (estimated)**

- £6,000,000 excluding VAT
- £7,200,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

Extension option of up to 24 months dependent on the satisfactory performance of the contractor and presuming no significant changes to FHDC's requirements

### **Main procurement category**

Services

### **CPV classifications**

- 50531100 - Repair and maintenance services of boilers

- 50531200 - Gas appliance maintenance services

## **Contract locations**

- UKJ44 - East Kent

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## **Participation**

### **Particular suitability**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## **Submission**

### **Enquiry deadline**

24 July 2025, 9:00pm

### **Tender submission deadline**

10 September 2025, 1:00pm

### **Submission address and any special instructions**

Submission must be via [www.kentbusinessportal.org.uk](http://www.kentbusinessportal.org.uk) (proContract)

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

25 September 2025

### **Recurring procurement**

Publication date of next tender notice (estimated): 1 August 2028

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### **Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Price		Price	30%

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Name	Description	Type	Weighting
Contract Management	<p>Please describe your approach to proactively managing the domestic gas contract at a local level to ensure delivery of a planned service and maintenance programme, meet required response times, and effectively manage any associated or follow-on work identified during service, breakdown, or call-out visits. As part of the contract requirements, the successful contractor is expected to operate a fully functional local office within 35 miles of the Civic Centre, CT20 2QY, providing welfare and meeting facilities as well as a reliable internet and communication infrastructure. In your response, please confirm whether you:</p> <ul style="list-style-type: none"> <li>• Already have an established office within this range, or</li> <li>• Propose establishing a new office to meet this requirement (include timeframe and location if applicable). For FHDC boundary map please see link below: <a href="#">Public Elections Your response should also include the following:</a></li> <li>• An organogram clearly showing the proposed</li> </ul>	Quality	25%

Name	Description	Type	Weighting
	<p>contract management structure, including roles, reporting lines, qualifications, and relevant accreditations of key personnel assigned to this contract. • A clear explanation of how you will ensure sufficient staffing and resource capacity from day one and throughout the contract term to maintain service continuity, efficiency and customer satisfaction. • A detailed explanation of how you will achieve and maintain 100% LGSR compliance and continuity throughout the contract, including the processes in place for difficult to access or failed access. • Demonstrate how you will effectively manage the FHDC CAP process • A detailed explanation of your process for repairs callouts; from point of call to completing and closing down a repair order. Include an illustrative process map (not included in the wordcount) and a winter readiness plan (not in word count) for dealing with additional breakdown demand during the colder</p>		

Name	Description	Type	Weighting
	<p>months. • Details of how you will meet the specified response times for callouts and emergency attendance, including how out-of-hours cover will be managed; • Your approach to the day-to-day supervision and management of engineers, including methods for monitoring service delivery, ensuring compliance with the Employer's Health and Safety expectations, and supporting staff on-site. • Explain your processes for ensuring high quality workmanship, such as adhering to industry quality standards and regular quality assurance checks. • Show how you will efficiently manage the programme, while ensuring minimal disruption and effective communication with vulnerable residents (e.g. elderly, disabled, or those with language barriers), including appointment scheduling and tenant engagement</p>		
Contract Performance in line with agreed KPI's	Please describe your approach to monitoring, managing, and reporting	Quality	20%

Name	Description	Type	Weighting
	<p>performance standards for the delivery of this domestic gas contract, with specific reference to the sample Key Performance Indicators (KPIs) listed below (Please note full KPI list set out in Appendix G). Your response should explain:</p> <ul style="list-style-type: none"> <li>• The systems and processes you will use to track performance against each KPI;</li> <li>• How you will present performance data to the Employer (including format, frequency, and reporting channels);</li> <li>• The preventative measures you will implement to ensure targets are consistently achieved.</li> <li>• The corrective actions you will take where performance falls below the agreed threshold.</li> <li>• How your performance management approach will ensure continuous improvement and client satisfaction throughout the contract term. You must demonstrate how you will meet or exceed the following [table referencing KPIs from Appendix G]</li> </ul>		



Name	Description	Type	Weighting
Previous experience	<p>Please provide a detailed case study demonstrating your organisation's experience - and that of key personnel - in delivering a domestic gas contract for the planned maintenance, responsive repairs, emergency callouts, and statutory periodic testing of gas and LPG heating and hot water in a residential or social housing environment. Your case study should reflect experience managing contracts involving occupied properties, including vulnerable residents (e.g. elderly, disabled, or non-English speakers), and adherence to health and safety regulations, including Gas Safety Register requirement and The Gas Safety (Installation &amp; Use) Regulations Your response should include the following: • A description of the scope of services, including planned maintenance intervals, emergency response provision, and any statutory inspections or testing undertaken. • The estimated annual contract value. • The number of assets</p>	Quality	15%

Name	Description	Type	Weighting
	<p>covered, and the range of site locations. • Your approach to managing follow-on remedial actions, repeat callouts, and unsafe equipment. • How the example contract compares to the requirements and conditions outlined in Folkestone &amp; Hythe District Council's specification (e.g. appointment scheduling, resident communication, CRB-checked operatives, spare part sourcing, and reporting protocols); • Give examples of where your organisation has improved service delivery, value for money, or tenant satisfaction in the case study contract; and • How the experience and qualifications of your personnel, including NVQ-level training and fault diagnosis expertise, will be applied to ensure high standards of service delivery under this contract. • Using your experience from similar contracts detail your approach to transitioning from the incumbent provider and how your organisation would ensure a smooth</p>		

Name	Description	Type	Weighting
	handover of service for the client. Please include a detailed mobilisation plan (not in word count)		
Carbon reduction	<p>F&amp;HDC has made a climate pledge and aims to become carbon neutral by 2030. Details on the action the Customer is taking can be found at <a href="https://www.folkestone-hythe.gov.uk/climatechange">folkestone-hythe.gov.uk/climatechange</a>. In line with this commitment, the Council expects suppliers to adopt environmentally sustainable and responsible practices in the delivery of domestic gas services. Explain how you will mitigate or eliminate the carbon impact of activities carried out under this domestic gas contract. This includes both day-to-day operations and strategic approaches over the course of the contract. Please have reference to: A. Environmental Sustainability ? Energy Efficiency - outline how you will reduce energy use during service delivery (e.g. use of low-emission vehicles, route optimisation, energy-efficient equipment/tools).</p>	Quality	5%

Name	Description	Type	Weighting
	<p>Waste Reduction - Describe how you will minimise waste generation and promote reuse/recycling of parts and packaging during maintenance, repairs, and component replacements. B.</p> <p>Operational Sustainability ?</p> <p>Sustainable Project Management - Describe how you will integrate sustainable practices into the management of this contract, including any procedures or systems in place to ensure environmental, social, and economic considerations are embedded in your service delivery. This can include action your organisation is already taking or plans to implement during the initial period of the contract. Your answer should include how you will monitor and measure your environmental performance against these commitments and how this information will be reported to the Employer as part of ongoing contract performance reviews</p>		

Name	Description	Type	Weighting
social value	<p>F&amp;HDC's Corporate Plan "Creating Tomorrow Together" sets out the council's guiding principles and service ambitions. The Corporate Plan can be viewed at <a href="http://folkestone-hythe.gov.uk/creatingtomorrowtogether">folkestone-hythe.gov.uk/creatingtomorrowtogether</a>. As part of this domestic gas Contract, the Council is seeking to partner and work collaboratively with contractors who can deliver measurable social value through the life of the contract. This can include action your organisation is already taking or plans to implement during the initial period of the contract. For example, your offer might include:</p> <ul style="list-style-type: none"> <li>• A resource commitment- annual supply of staff time to support local events or initiatives within the community (e.g. Clean up days, Council safety awareness events)</li> <li>• Equipment Commitment - Donation or loan of tools, equipment, or materials to support Council-run community events or housing initiatives.</li> <li>• A Training &amp; Apprenticeship Opportunities -Offering placements, skills development, or</li> </ul>	Quality	5%

Name	Description	Type	Weighting
	mentoring to local residents, particularly those from underrepresented or disadvantaged backgrounds. Offering events to local colleges. • Engagement with Local Supply Chains - Prioritising use of local suppliers and subcontractors to support the regional economy. Your answer should include how you will monitor and measure the delivery of your social value commitments and how progress will be reported to the Employer as part of ongoing contract management and performance reviews		

## Other information

### Applicable trade agreements

- Government Procurement Agreement (GPA)

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Documents

### Associated tender documents

<https://procontract.due-north.com/Procurer/Advert/View?advertId=f5a34f6d-3b57-f011-813a-005056b64545>

Tender documents can be downloaded from [www.kentbusinessportal.org.uk](http://www.kentbusinessportal.org.uk) (proContract) after signing in and expressing interest.

### Technical specifications to be met

<https://procontract.due-north.com/Procurer/Advert/View?advertId=f5a34f6d-3b57-f011-813a-005056b64545&fromAdvertEvent=True>

Tender documents can be downloaded from [www.kentbusinessportal.org.uk](http://www.kentbusinessportal.org.uk) (proContract) after signing in and expressing interest.

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## **Contracting authority**

### **The District Council of Folkestone and Hythe**

- Public Procurement Organisation Number: PHJN-7589-LMHY

Civic Centre, Castle Hill Avenue

Folkestone

CT20 2QY

United Kingdom

Email: [procurement@folkestone-hythe.gov.uk](mailto:procurement@folkestone-hythe.gov.uk)

Website: <https://www.kentbusinessportal.org.uk/>

Region: UKJ44 - East Kent

Organisation type: Public authority - sub-central government