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Tender

Rowley Way Estate Window Refurbishment Works

London Borough of Camden

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

Notice identifier: 2025/S 000-055590

Procurement identifier (OCID): ocids-h6vhtk-059811

Published 10 September 2025, 5:11pm

Scope

Reference

ProContract ID: DN784812

Description

Contract for a works contractor to undertake Better Homes window refurbishment works at Rowley Way Estate. The scheme involves full refurbishment of original timber and aluminium windows across the estate, including:

- o Replacement of single glazing with vacuum double glazing in Douglas Fir frames
- o Timber repairs using matched profiles and approved materials
- o Refurbishment of ironmongery, draught seals, and running gear
- o Installation of proprietary secondary glazing in select areas
- o Repairs or upgrades to plywood panels and louvres

- o Internal and external joinery decorations in accordance with heritage guidelines
- o Coordination with heating strategy (e.g. trench heaters and thermal upgrades)
- o Asbestos survey and removal works relating to window surrounds, sills, or soffits as required.

Total value (estimated)

- £8,000,000 excluding VAT
- £9,600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 November 2026 to 28 February 2029
- 2 years, 4 months

Main procurement category

Works

CPV classifications

- 45421132 - Installation of windows

Contract locations

- UKI31 - Camden and City of London

Participation

Legal and financial capacity conditions of participation

The Authority has set a minimum turnover requirement for this project which has been set as £5,700,000 (based on 1.5x the annual contract value) with a current ratio of at least 0.6 for either of the candidate's 2 most recent financial years.

For financial assessment the Authority will utilise financial assessment techniques in line with Cabinet Office information note PPN 02/13.

Acceptance of Contract Conditions and LBC Schedule of Amendments to JCT Standard Building Contract without Quantities 2016.

Technical ability conditions of participation

Case Studies

Could you please provide three case studies where your company acted as the main contractor?

At least two of these projects must demonstrate undertaking replacement and upgrade of heating infrastructure works (Estate-wide and internal M&E works) at a Grade II Listed building.

Each project must be comparable to the Rowley Way Estate Better Homes Internal Refurbishment Works in terms of:

- Scale (large residential estate, approx. 500 occupied dwellings, with ancillary buildings)
- Value (£11.4m)
- Location (Grade II Listed Building – for at least two projects)

For each case study, provide the following project details:

- Project title

- Project address
- Full name and registered address of the Employer
- Employer contact details (name, role, organisation, email, and phone number – references may be taken up)
- Form of Contract used (e.g., JCT D&B, JCT SBC, NEC ECC, etc.)
- Contract start and completion dates
- Contract Sum at award
- Delay/Liquidated Damages – whether any were deducted and total value
- Health and Safety – number of RIDDOR reportable incidents and near misses
- Disputes – whether any arose, how they were resolved (e.g., through adjudication, mediation, or other).

For each case study, you must also address the following qualitative evaluation criteria:

Assessment Criteria (Total: 100%)

1. Project Delivery (50%)

Demonstrate your experience of delivering district heating upgrades within occupied residential blocks, particularly on conservation or listed estates. Your experience must include:

- How you managed the overall project of replacing and upgrading an entire estate-wide heating system for Better Homes and non-Better Homes dwellings
- How you managed access constraints and overcame any issues, with particular reference to access refusals or no-access properties
- How you managed your approach to resident communication, liaison, and minimising disruption in a live estate setting
- How you managed engagement with key stakeholders (including the client team, local authority, consultants, and neighbours and any others) throughout the contract period
- How you managed phasing of the works.

2. Coordination of Works (10%)

Explain how you approached coordination of intrusive heating works with other contractors carrying out window and internal refurbishment works. How were the works sequenced to minimise return visits and protect finished areas.

3. Quality Assurance (20%)

Explain the quality assurance process used to ensure the heating systems installed were to the specification and fully commissioned before handover. Your response should include how you demonstrated compliance with BSR expectations on record keeping and verification.

4. Resident Engagement (20%)

Explain how you communicated with residents about heating shutdowns, works inside homes and post-installation support. Your response should include examples of your standard communication packs, FAQs or resident guidance issued for the case study projects.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

13 October 2025, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

22 October 2025, 12:00pm

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

3 to 4 suppliers

Selection criteria:

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Award decision date (estimated)

2 July 2026

Award criteria

Name	Description	Type	Weighting
Price		Price	60.00%

Name	Description	Type	Weighting
Quality	Includes 10% social value	Quality	40.00%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

The process will include up to four stages as follows:

Stage 1 - Invitation to Participate Questionnaire (ITPQ) with Conditions of Participation

This stage follows the process set out in this document and the process set out in Section 11.

Stage 2 – Initial Tender Submission Offer (ITSO)

The Initial Tender Submission Offer (ITSO) requires tenderers to complete the tender response documents for the Quality Award Criteria and Pricing Schedule. The ITSO must be capable of being accepted without further negotiation. If deemed applicable and capable of being accepted, the Authority may choose not to proceed with further negotiations and award immediately to a Tenderer based on the Most Advantageous Tender (MAT) criteria

Stage 3 - Invitation to Participate in Negotiation (ITPN)

Based on the evaluation of Stage 2 and if a contract is not awarded, Tenderers may be shortlisted by the Authority and invited for further negotiation/dialogue. The purpose of the negotiations will be to consider the ITSO responses submitted by the Tenderers with a view to improving the content of the Final Tender.

Points of clarification provided by the Authority during the negotiation will be shared with all Tenderers on an anonymous basis with the exception of commercially sensitive information which will not be shared.

Tenderers may be asked to submit revised versions of responses to questions following the negotiation phase. Interim submissions will not be evaluated by the Authority but are intended to form the basis of further negotiations with the Tenderers if required

Stage 4 – Final Tender

Once the Authority is satisfied with the negotiated terms with Tenderers within the ITPN stage, the remaining shortlisted Tenderers will be asked to submit their Final Tenders, which must be capable of acceptance. The Final Tenders will incorporate any changes and/or improvements as a result of the negotiation stage.

The Authority reserves the right to reject a Final Tender that:

- Is dependent on a topic being the subject of negotiation (for example is incomplete or marked 'for discussion'); or
- Is incomplete and fails to include any specific proposals or responses; or
- Moves away from pricing provided in the Initial Tender or improved pricing settled in negotiation stage (moves away in this context means 'worsens' – i.e. it is open to Tenderers to submit improved positions or more economically advantageous tenders in the Final Tender)
- Moves away in a Final Tender from a proposal discussed and settled in negotiation stage (moves away in this context means 'worsens' – i.e. it is open to Tenderers to submit improved positions or more economically advantageous tenders in the Final

Tender).

Justification for not publishing a preliminary market engagement notice

The scope of the market is big enough for preliminary market engagement to not be required.

Contracting authority

London Borough of Camden

- Public Procurement Organisation Number: PZXL-5842-VBBG

London Borough of Camden

London

N1C 4AG

United Kingdom

Email: roopam.bhachu@camden.gov.uk

Website: <http://www.camden.gov.uk>

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government