

CATEGORY B - Domestic Only

- 2.0 Scope of Services
- 3.0 Pricing Instructions
- 4.0 Tenderers Required Response

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SECTION 2.0

TECHNICAL SPECIFICATION

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2.0 TECHNICAL SPECIFICATION

2.1 Generally

- 2.1.1 The gas network, owned and operated by the Phoenix Group, currently has around 200,000 customers connected to it. It is envisaged that this number will grow by approximately 8,000 per year during the term of the proposed Agreement.
- 2.1.2 The appointed Service Provider will be required to work in, and around, the various customer meter points. Such services shall include - but not be limited to:
- 2.1.2.1 Various aspects of plant maintenance at customer premises
 - 2.1.2.2 Meter installation, removal repair or replacement.
 - 2.1.2.3 Purge & relight following meter exchange
 - 2.1.2.4 B6 Regulator exchange and testing
 - 2.1.2.5 Meter box repair
 - 2.1.2.6 Alterations to existing pipe-work following meter relocation
 - 2.1.2.7 Boiler service, repair and/ or replacement
 - 2.1.2.8 System power flushing and installation of magnetic filter
 - 2.1.2.9 Heating System upgrades
 - 2.1.2.10 Various meter point related survey work – including status reporting
 - 2.1.2.11 Gas Safety Inspections
 - 2.1.2.12 Support services in the event of a gas related safety incident.
- 2.1.3 Whilst there is no guarantee of any minimum nor maximum workload, it would be envisaged that the **total number** of Service Providers appointed by Phoenix Energy Services Ltd (PES) would be capable of completing **approximately 35,000** of the above operations during each calendar year of the initial Contract Term – if required. The geographical location of the various premises shall be located in the Greater Belfast, Larne, Carrickfergus as well as North, East and South County Down.
- 2.1.4 Following award of any Framework(s), the above services shall be evaluated and paid for using the accepted rates contained within Schedules A or B (Section 3.3) – whichever is deemed most appropriate by PES at the time.
- 2.1.5 The Service Provider shall be required to carry out all services in a manner which complies with the Health, Safety & Environmental Policies of Phoenix Energy Services. Such Policies are based upon generally accepted good practice and therefore already commensurate with the required standards of the appointed Service Provider(s).
- 2.1.6 Service Providers should make themselves fully conversant with the nature and scope of the Services required as any claim arising at a later date through lack of knowledge on the part of the Service Provider shall not be considered by PES.

2.2 Minimum Qualifications, Training modules, Operatives and PES Supplied Equipment

- 2.2.1 The appointed Service Provider must be Gas Safe Registered.
- 2.2.2 Individual operatives must also be Gas Safe Registered and in possession of the following additional qualifications:
- a. CCN1 (Core Domestic Gas Safety);
 - b. MET1 (qualified to work on gas meters up to 6scmh);
 - c. REGT1 (qualified to work on natural gas related regulatory equipment)
 - d. CENWAT (Central Heating & Hot Water Boilers);
- 2.2.3 Individual operatives must also have satisfactorily completed training and maintain competence in the following:
- a. Asbestos Awareness
 - b. COSHH & Noise
 - c. Basic Fire Fighting
 - d. First Aid
 - e. Manual Handling
 - f. Confined Space
 - g. Safe Access / Ladder
 - h. Security Awareness
 - i. Utility Shea / CSR Card
- 2.2.4 There shall be between two to four mandatory days training provided by PES for the Service Providers operatives each year. The training shall be provided free of charge. Similarly, attendance at such training shall not be payable by PES to the Service Provider as the resulting outcome is considered mutually beneficial. In addition to the above, operatives shall – from time to time – be required to attend various short briefings/ tool-box talks and procedural updates as organized by PES which also shall result in no remuneration.
- 2.2.5 PES shall not be liable for any costs in connection with the application for, and maintenance of, the above essential qualifications and health & safety training as well as attendance at any PES organized briefings.
- 2.2.6 PES may opt to complete Quality Assurance audits on both the Service Provider and his appointed personnel. Failure to comply or satisfy such audits may be construed as

a persistent or material breach of the Agreement for which termination provisions may be implemented by PES.

- 2.2.7 Failure on the part of any appointed Service Provider to comply with the minimum qualifications etc as stated in this Section shall also be construed as a material breach of the Agreement.
- 2.2.8 The appointed Service Provider shall be responsible for supplying all miscellaneous tools and equipment. However, PES shall supply – where appropriate to do so - the following:
- a. All natural gas related metering equipment
 - b. Applicable Meter cards (Quantum/ Pay As You Go etc)
 - c. Gasco seeker
 - d. Hand-held tablet for receipt & completion of various work types
 - e. Torque wrench
 - f. Fire extinguisher
 - g. Electric fan heater (for customers issue – if required)
- 2.2.9 The Service Provider will be required to provide appropriate roadworthy vehicles - fully serviced and maintained. Such vehicles must be stocked and/ or equipped with the following:
- a. Multi-meter
 - b. Flue gas analyzer
 - c. Basic gas fitters/ plumbers tool kit
 - d. Commonly required small parts and consumables
 - e. Mobile phone hands free kit
 - f. Personal Safety Monitor (Atmospheric Gases)
- 2.2.10 The Service Provider will be required to provide probanised workwear – either overalls or trousers & top.
- 2.2.11 Note, all van equipment – irrespective of who supplies it – should be stored in a safe manner suitable for transit.
- 2.2.12 Field operatives must also have use of a mobile phone and be fully contactable throughout the course of any working shift.

SECTION 3.0

PRICING INSTRUCTIONS

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3.00 PRICING INSTRUCTIONS

3.1 Generally

- 3.1.1 Rates submitted should be “all in costs” and therefore inclusive of all management, supervision, general administration costs and other sundry items required to complete the service in full.
- 3.1.2 All costs and rates should be inclusive of expenses associated with general travel and subsistence.
- 3.1.3 Costs submitted should be inclusive of overheads and profit, the level of which should be determined by the Service Provider prior to compilation of his offer.
- 3.1.4 Note, that the Service Provider may be required to demonstrate the full methodology and cost assumptions used to compile his offer. This may prove necessary during any subsequent negotiations or when valuing any variations to the original offer - if deemed appropriate to do so by PES.
- 3.1.5 All aspects of the tender offer shall be treated as highly confidential by PES.
- 3.1.6 Where services are required to be carried out outside normal working hours, rates submitted shall be deemed inclusive of all over-time payments required – unless otherwise agreed with PES.
- 3.1.7 Meters and associated fittings shall be issued to the Service Provider, free of charge, by PES. Service Providers will be responsible for the aforementioned equipment which shall be kept as “van stock”. This stock shall remain the property of PES and must be made available for audit – at all times.
- 3.1.8 Upon receipt of such fittings etc, the liability for the safe-keeping of this equipment shall rest with the appointed Service Provider until the relevant notification is received by PES of its satisfactory installation.
- 3.1.9 The Service Provider shall be responsible for all subsequent costs associated with the replacement of lost, stolen or damaged equipment which had been free issued to him by PES – refer to 2.2.9.
- 3.1.10 Similarly, the Service Provider shall be liable for any loss or damage caused to any property to which their operatives have delivered any services under this Agreement should such loss or damage be directly attributable to the Service Provider. Appropriate Public Liability insurance therefore requires to be maintained throughout the contract period.

3.2 Schedules

- 3.2.1 The Schedules below require to be completed.
- 3.2.2 The proposed response consists of both commercial terms and issues relating to the standard of service delivery.
- 3.2.3 The proposed unit rate(s) stated will be treated as “contract rate(s)” and will be evaluated as such. Should these then become the accepted rate(s) they will be used to value any Services that are ordered and received from time to time.
- 3.2.4 Tenderers should complete the Schedules in full – i.e. not leave any blanks. Should a particular item not be applicable then Tenderers should insert “N/A” against the particular item concerned.
- 3.2.5 Contract rate(s) shall be required to be fixed and not subject to any inflationary increase for a period of 24 months from the date of the Agreement. Should the Service Provider request a subsequent inflationary price review following the initial 24 month term then this shall be calculated using CPIH indices, the Base Month for the purpose of the calculation being April 2026. The first such inflationary calculation review shall not come into effect any earlier than May 2028.
- 3.2.6 All costs inserted should in pounds sterling (GBP) and exclusive of VAT.

3.3 Schedule of Rates:

- 3.3.1 Note, the methodology for valuing any works completed shall be established by PES prior to the issue of any request for such works.
- 3.3.2 The method of valuation shall be established from those rates contained within either Schedule A or B. There shall be no alternative nor additional method of establishing the value of payment to be made.

Schedule B – Activity Rates			
	Item of Work	Expected Quantity	Rate/Completed Item (excl. VAT)
1	Meter installation (domestic) – first fix	30	£ / Each

2	Meter removal, repair, relocation or replacement– including any required purge and re-light.	4,000	£ / Each
3	Purge & relight following meter exchange	1,300	£ / Each
4	Meter box minor repair (e.g. repair or replacement of lock and/ or hinge)	10	£ / Each
5	Fixing into position free issue meter cover (Anti-vandalism) boxes	10	£ / Each
7	Domestic B6 Regulator exchange including any required purge and relight.	3,000	£ / Each
8	Various meter point related survey & remedial work – including status reporting in accordance with the Dangerous Substances and Explosive Atmospheres Regulations (Northern Ireland) 2003 - (DSEAR):		
	a. Type 1: Survey of installation – including production of written and photographic report	50	£ / Each
	b. Type 2: Survey of installation and completion of minor remedial works - including installation of Internal Relief Vent (IRV) and Skew Vent plus low level vent pipe-work, length up to 1m. Engineering materials supplied by PES, free issue. Minor parts and consumables to be supplied by Service Provider.	50	£ / Each

	c. Type 3: Survey of installation and completion of minor remedial works - including installation of Internal Relief Vent (IRV) and Skew Vent plus low level vent pipe-work, length up to 3m. Engineering materials supplied by PES, free issue. Minor parts and consumables to be supplied by Service Provider.	50	£ / Each
9	Combined B6 Regulator & Meter battery replacement: to include any required testing, purge & relights. Meter battery(s) and regulator supplied, free issue, by PES.	3,300	£ / Each
10	Reinstatement of a domestic gas supply via HET valve: to include any required testing, purge & relights.	10	£ / Each
11	Battery exchange to an E6 based meter unit (and module if appropriate) where the unit is located within a Customer's premises	1,200	£ / Each
12	No access to planned asset calls, as a result of absent Occupant	500	£ / Each
13	No access to property resulting in a required isolation at House Entry Tee or other approved method.	150	£ / Each
	20 Year Replacement Work		
14	20 year LP/ B6 Regulator replacement and corrosion Survey.	3,600	£ / Each
15	20 Year Meter replacement and corrosion Survey.	2,300	£ / Each
16	20 Year Meter replacement, LP regulator replacement and corrosion Survey	2,500	£ / Each
17	20 Year Meter replacement, B6 Regulator replacement and corrosion Survey	1,800	£ / Each

18	B6 Regulator 5-Year test	14,500	£ / Each
19	B6 Regulator 5-Year plus battery replacement	600	£ / Each
20	20 Year Meter & 5-Year MP B6 Regulator Test	700	£ / Each
21	20 Year Meter Commercial U6 & 5-Year B6 Regulator Test	50	£ / Each
22	20 Year Regulator & Battery Exchange	600	£ / Each
23	20 Year Meter & 10 Year B6 Regulator Exchange	50	£ / Each
24	Battery exchange to an E6 based meter unit (and module if appropriate) External	4,800	£ / Each

Schedule B – Time Related Rates			
Item of Time Related Work		Proposed Cost per item during normal working hours (Monday-Friday 8am to 5pm)	Proposed cost per item outside of normal working hours (Monday-Friday 5pm to 8am, Weekends, Bank Holidays etc.)
1	Hourly Rate	£ / hour	£ / hour
2	Half-day Rate (8am – 12.30pm)	£ / half day	N/A
3	Daily Rate (8am – 5pm)	£ / day	N/A
4	Weekly Shift Rate	£ / week	£ / week
5	Extra Over Hourly Rate	N/A	£ / hour
<p>Please note – In instances where a service providers personnel is providing a time related activity to PES, no additional remuneration shall apply for any unit rate work from Schedule A, that may be requested to be fulfilled during that specific period.</p>			

3.3.3 The rates contained within Schedules A & B, shall be utilised to value individual services completed. However, during the course of the proposed Framework(s) bulk packages of works – high volumes of similar specification - may be issued from time to time. In such instances, a project price for the bulk package may be negotiated between the Parties – taking into account the economies of scale arising from the continual and repetitive services required.

3.4 Standards of Service, Response Times & Network Incidents

3.4.1 The Phoenix Group operates under license and is a Regulated business. One aspect of the regulatory approach is to protect the interests of the natural gas customer. To this end, Standards of Service are imposed onto Phoenix Energy Services whereby customers require to be financially compensated for a perceived failure to deliver services within pre-determined time frames. With regards to the services carried out under this Agreement, the Standards of Service relate to non (or late) attendance at a customer's premises for which a previously agreed morning or afternoon appointment has been agreed with all Parties concerned. The level of compensation payable to the customer by Phoenix being levied at **twenty five pounds (£25)**. Should the appointed Service Provider prove negligent with regards to delivering such standards then the associated compensatory payment shall be re-charged by PES to the Service Provider.

3.5 POST CONTRACT ADMINISTRATION AND PAYMENT PROCEDURE

3.5.1 The procedure for requesting services and subsequent terms for invoicing shall be as follows:

3.5.2 A request for the provision of Services shall be in the form of a Phoenix Energy Services Purchase Order (the terms and conditions of which are stated in Schedule 1 of this document). Each Purchase Order (PO) carries its own unique reference number which shall require to be quoted on any subsequent correspondence.

3.5.3 The appropriate PO number shall be notified by PES to the appointed Service Provider on a weekly basis – if appropriate to do so. This may be issued via e-mail, or telephone,- The PO number shall relate to all services to be completed during the following working week (Monday to Sunday inclusive) and should therefore be stated on the corresponding invoice.

- 3.5.4 The actual services that require to be carried out shall be stated on the appropriate Job Instructions and issued electronically via 'hand-held tablet device' on a daily basis. The PO will not make reference to the location of the services – merely the working week during which they should be completed.
- 3.5.5 A separate PO number will be advised to the appointed Service Provider every week for each category of services required. The appointed Service Provider may therefore receive several separate PO numbers for one particular week.
- 3.5.6 Upon completion of the services, the appointed Service Provider should submit an appropriate invoice quoting the services completed and the relevant PO number for that particular week. If an appointed Service Provider is claiming for a Time Related Rate, and is to be paid accordingly, then any additional Unit Rate works, from Schedule A, that are required to be completed during that specific period of standby, shall be completed at no additional cost to PES.
- 3.5.7 Failure to quote the correct PO number may result in non-payment should an incorrect or inaccurate invoice require to be submitted.
- 3.5.8 PO numbers are not transferable from one week to another. In summary, one week's jobs completed should equal one PO number which, again, should equal one invoice.
- 3.5.9 Should, for whatever reason, the appointed Service Provider fail to invoice for a particular job completed in a particular week, then when the invoice is submitted, the PO number for the week in which the services were completed must be quoted – not the week of invoicing.
- 3.5.10 Invoices that comply with the above format shall be paid by Phoenix Energy Services to the appointed Service Provider, by BACS transfer, 30 days from the date of receipt.
- 3.5.11 Note, throughout the duration of any Framework Agreement, the performance of the appointed Service Provider will be regularly monitored. Any continual failure on the part of the Service Provider to deliver the required standards of service may constitute a material breach of the Agreement which, in turn, may result in termination.

3.6 WARRANTY & QUALITY CONTROL

- 3.6.1 All services/ works completed shall be subject to a warranty period during which any defect or failure shall be rectified by the Service Provider at his own expense – i.e. no additional cost to PES. The warranty period shall be one month on labour only work and 12 months on services involving labour and parts.
- 3.6.2 All operatives provided by the Service Provider must be capable of satisfying PES's Quality Assurance process.

- 3.6.3 PES will, from time to time, carry out periodic audits on works completed which shall also require the attendance of an appropriately authorised representative of the Service Provider. There shall be no additional payment to the Service Provider for attendance at such audits.
- 3.6.4 Significant and/ or continual failures in services completed shall constitute a breach of Contract which may result in termination.
- 3.6.5 Note, defective workmanship does not constitute a warranty issue. If issues arise as a result of defective workmanship, then these should be rectified as soon as practicably possible, at the sole cost of the Service Provider, irrespective of the date as to when the initial works were performed.

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4.0 TENDERER'S REQUIRED RESPONSE

To be confirmed at the Invitation to Tender Stage of the Tender Process

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