

1819-0679 Domestic Gas Boiler Installation, Servicing and Repairs

Islington Council invites suitable expressions of interest from experienced contractors for a framework agreement to undertake a domestic boiler installation programme, planned and reactive, servicing and repairs and requires qualified professional skilled tradespeople in delivering a first class service to its residents and ensure the Council's housing stock is maintained in good order of repair

Contracts based on the framework agreement shall follow the terms of the framework agreement including how a contract is concluded. How a contract is concluded is explained within the invitation to tender documentation.

The arrangement will be monitored against a range of outcome based indicators which the provider will be expected to achieve. The details of these indicators will be included within the contract specification and the successful organisation will need to demonstrate they have the capability and capacity to meet these requirements.

Current status / Background

Current contracts are due to expire in 2020.

The framework is divided into three Lots, as follows:

Lot 1 Back up service for domestic gas boiler responsive repairs and servicing to support of the council's in-house gas team north of the borough:

To include day-to-day, emergency and out-of-hours basic repairs, improvements, maintenance or minor adaptations and the ability to respond to urgent matters including emergencies.

Lot 2 Domestic gas boiler responsive repairs and servicing south of the borough:

To undertake gas repairs and servicing south of the borough under an all-inclusive 3-Star contract arrangement to undertake the annual service and all repairs irrespective of number of visits.

Lot 3 Domestic gas boiler installation renewals:

This service will include both planned and reactive works, and be delivered by a single contractor borough-wide.

It is recommended that the bidders shall visit as many sites as necessary to enable an adequate inspection to be made for the compilation of an accurate tender. Bidders to arrange.

The requirement

Contractors may apply for Lots 1 to 3, but any single contractor will only be awarded a maximum of two contracts for example Lot 1 and Lot 3 or Lot 2 and Lot3.

The successful bidders for Lot 1 and Lot 2 will be allocated to one (1) area each (a primary area); each contractor will also become the standby contractor (secondary) for each of the other areas designated to Lot 1 and 2.

The standby contractor for Lot 3 will be the second scoring bidder.

Each of the appointed contractors will be allocated work within their primary area, however if they do not commence work within the agreed time period, refuse or are unable to commence work it may be given to the secondary contractor.

If the primary contractors for Lot 1 and Lot 2 are unable to continue with the delivery of the contract, then the Council may propose to the second highest scoring bidder in either Lot to enter into a contract becoming the primary contractor.

TUPE [Transfer of Undertakings (Protection of Employment) Regulations]

Potential providers must be aware that TUPE may or may not apply to this service. Further details will be available in the invitation to tender.

Contract Period

The contract period for all three Lots will be for thirty-six (36) months from estimated start date 1 June 2020 with the option to extend for a further two periods of up to twenty-four (24) months each.

Contract Value

The estimated value of each contract (based on previous years) is:

Lot 1: Back-up to in-house gas team for domestic boiler responsive repairs and servicing (north of the borough) £11.967m (based on £1.710m average per annum)

Lot 2: Domestic boiler responsive repairs and servicing (south of the borough) £9.309m (based on £1.33m average per annum)

Lot 3: Domestic gas boiler installation renewals £16.45m (based on £2.35m per annum).

There are no guaranteed volumes or value of work as this is based on demand.

Award criteria

The contract will be awarded to the Most Economically Advantageous Tender (MEAT) in accordance with the Public Contracts Regulations. MEAT for this contract is cost 70% and quality 30%. Further details will be provided in the invitation to tender.

Cost 70%

Quality 30%

TOTAL 100%

Lot 1 – 30% quality made up of:

Proposed approach to mobilising, resourcing & delivery of services/works within timescales 20%
Proposed approach to customer service, delivering equalities and social value 5%
Proposed approach to Health & Safety 5%

Lot 2 – 30% quality made up of:

Proposed approach to mobilising, resourcing & delivery of services/works within timescales 20%
Proposed approach to customer service, delivering equalities and social value 5%

Proposed approach to Health & Safety 5%

Lot 3 – 30% quality made up of:

Proposed approach to mobilising, resourcing and delivery of works within timescales 20%

Proposed approach to customer service, delivering equalities and social value 5%

Proposed approach to quality management 5%

Tenderers should be aware that we reserve the right to hold site visits and/or presentations and/or interviews during the tender process. Site visits and/or presentations and/or interviews may be for verification purposes to confirm the scores of the written submission.

We reserve the right to interview leading bidders.

Procurement Process

This contract will be procured using the Open Procedure. The Open Procedure means that all bidders who successfully express an interest will automatically be invited to tender and have access to the tender documents. Those who submit a tender and meet the minimum requirements will have their full tender, method statements and pricing evaluated.

How to express an interest

If you wish to apply for this contract, please follow the steps below:

Register your company free of charge via the **London Tenders Portal**.

Link: https://www.londontenders.org/procontract/supplier.nsf/frm_home?openForm

Await acceptance. You will receive an email confirming your username and password.

Use your username and password to log into the London Tenders Portal and express your interest in **1819-0679 domestic boiler gas boiler installation, servicing and responsive repairs**.

Shortly after you have expressed interest, you will receive a second email containing a link to access the tender documents.

Deadlines

The deadline for expressions of interest is: **11.59 on Monday 18 November 2019**.

Submission of tender documents by: **12 noon on 18 November 2019**.

Late submissions will not be accepted.

Additional information

- Islington Council and its partners are committed to work towards a 'Fairer Islington', for more information see www.islington.gov.uk.
- Please **do not** include any publicity material with your submissions.

- Islington Council aims to provide equality of opportunity and welcomes applicants who meet the qualitative selection criteria from black and minority ethnic communities and disabled groups.
- The Council encourages all types of organisation who meet the qualitative selection criteria including Voluntary and Community Sector (VCS) organisations, Social Enterprises or not for profit enterprises and small to medium enterprises (SME) to tender.
- Your submission will be marked in stages. Only applicants who meet the requirements at each stage will progress to the next stage. Further details will be contained in the tender documents.
- Please include the Contract Number of this tender process when communicating with the Council in any way.
- All questions relating to this contract should be raised via the question and answer section of the relevant contract on the London Tenders Portal. Please do not contact any officer of the council directly.
- Applicants are advised that all costs incurred either directly or indirectly in preparation, submission or otherwise related to this advertisement will be borne by them, and in no circumstances will the council be responsible for any such costs. Applicants are also advised that the council at its sole discretion acting reasonably and in good faith reserves the right to abandon the procurement at any stage prior to contract award.
- As part of a commitment to transparency the council is now publishing all spend over £500 each month. This includes spend on contracts, so the successful contractor should expect details of spend against the contract to appear on the council website www.islington.gov.uk. The council is also committed to publishing tender and contract documentation after contract award stage. Commercially sensitive information will be redacted from documentation. What constitutes commercially sensitive information is a matter for the council's sole discretion. However, tenderers will be invited to identify information they consider to be commercially sensitive in their tender return and this will be taken into account in the council forming a view.