



1415-853 Communal Heating fully inclusive maintenance contract with responsive repairs including out of hours cover

Islington Council invites suitable expressions of interest from suppliers for a Planned and responsive repairs and maintenance works to communal heating systems including out of hours cover.

Current status / Background

The Council has an obligation to provide heating and hot water to circa 4,500 communally heated properties. Communal mechanical services (heating, ventilation and boosted water) are provided for residents on council estates who are served by communal boiler systems. The contract will cover servicing, maintenance and responsive repairs.

The Council is seeking to procure a comprehensive maintenance contract, and reactive services based on a schedule of rates. This will proactively endorse value for money, mitigate risk, and simplify contract management. The contract will be auditable friendly and have clearly defined response times aimed to reduce complaints from residents and meet residents' expectation levels. This transparent approach will benefit key stakeholders, including Councillors, residents and council staff.

The requirement

The contractor is required to provide a responsive repairs service to respond to and rectify any failure to the communal heating and/or hot water systems, including the Landlord's gas services to the designated systems. This includes the distribution pipework, radiators, valves, associated water systems and electronics forming part of the equipment.

The contractor will also be required to carry out the annual servicing and testing of all gas fired boilers and other appliances, together with the Landlord's gas safety records for each communal boiler equipment room, plus the individual gas boilers to community centres. The contract will include the planned preventative maintenance (PPM).

This contract is aimed at dealing with both service, maintenance, and responsive repairs i.e. day to day minor repairs that need to be dealt with. Therefore the following is included:

- Work to communal services (gas, heating, water, ventilation), dwellings and other assets that form the communal services.
- Work to communal areas, and leaseholder properties.

It is not intended to cover:

- Wholesale renewal of components or elements of properties in a planned and systematic way. The Contractor may however carry out such work on an ad-hoc basis of single elements.

The Contractor shall provide a contract liaison service that is flexible, pro-active and has empathy with the needs of residents.

Appointments will be offered to residents between 8am and 8pm Monday to Friday, and between 8am and 1pm on Saturday. The Contractor must be prepared to perform up to 10% of all appointments on evenings or Saturdays.

The contract covers a range of work including construction work as defined in the Construction (Design and Management) Regulations 2015 and is therefore subject to Parts 1, 2, 4 and 5 of the regulations, whether notifiable or not. Some orders may also involve work that would be notifiable under part 3 of the regulations. The contractor shall be appointed as Principal Contractor and shall perform all of the duties required of a Principal Contractor by the CDM Regulations including the role of Lead Designer, Principal Designer where applicable.

Lots

This contract is not being divided into lots. A single provider is required to cover all communal heating systems throughout the borough.

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 agreement will run for a period of 120 months. It is estimated that the contract will start on 01 April 2018 and run for a period of 60 months with the option to extend for a further 60 months (in increments of 36 months + 24 months) subject to satisfactory performance and available funding.

Contract Value

The estimated total value of this contract is £15 million over the maximum one hundred and twenty (120) months term of the contract. This is based on £1.5 million per annum.

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 based on 60% quality and 40% cost. Further details will be provided in the invitation to tender.

Cost 40% made up of:

PPM service (25%)

Percentage adjustment to the Schedule of Rates (12.5%)

PPM inspection (2.5%)

Quality 60% made up of:

Proposed approach to service delivery – setting standards in the first year (10%)

Proposed approach to service delivery - (10%)

Proposed approach to communication with residents - (10%)

Proposed approach to communication - (10%)

Proposed approach to record keeping and asset management - (10%)

Proposed approach to record keeping and asset management and IT systems - (10%)

Total 100%

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 will be for verification/clarification purposes of the written submission. We reserve the right to interview leading bidders.

Procurement Process

This contract is over the Official Journal of the European Union (OJEU) threshold. The contract will be procured using the Restricted Procedure. The Restricted Procedure means the procurement process will be conducted in two stages.

The first stage will involve selecting a maximum of the 6 highest-scoring organisations through selection questionnaire (SQ). All submissions will be subject to minimum requirements as stated in the SQ.

The second stage will be an evaluation of tenders submitted by bidders who are selected at the SQ stage.

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 1415-853 Planned and responsive repairs and maintenance works to communal heating systems category 50000000: Repair and maintenance services and 45000000: Construction work.

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

Deadlines

The deadline for expressions of interest is: **12 noon Friday 10 February 2017**

Submission of selection questionnaires by: **12 noon Friday 10 February 2017**

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 [Islington Council: Council contracts](#). 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.