

UK-Edinburgh: Call centre  
OJ S 71/2013 11/04/2013  
Contract award notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: Energy Saving Trust Ltd  
Postal address: 2nd Floor, Ocean Point 1, 94 Ocean Drive  
Town: Edinburgh  
Postal code: EH6 6 JH  
Country: United Kingdom  
Contact person: Contracts and Procurement Manager  
For the attention of: Thomas Stratton  
E-mail: [thomas.stratton@est.org.uk](mailto:thomas.stratton@est.org.uk)  
Telephone: +44 1315557900  
Fax: +44 1315557919

#### Internet address(es):

General address of the contracting authority: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)  
Address of the buyer profile: [http://www.publiccontractscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA14923](http://www.publiccontractscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA14923)

### I.2. Type of the contracting authority

Body governed by public law

### I.3. Main activity

Environment

### I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

## Section II: Object of the contract

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### II.1. Description

#### II.1.1. Title

Provision of Energy Saving Scotland Advice Centre Services.

#### II.1.2. Type of contract and place of performance or delivery

Services  
Service category No 27: Other services  
Main site or place of performance: Scotland.  
NUTS code UKM Scotland

#### II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

#### II.1.4. Short description of the contract or purchase(s)

The Energy Saving Scotland advice network is made up of five Energy Saving Scotland advice centres. The network, which was established in April 2008, is funded by the Scottish

Government and managed by the Energy Saving Trust. The current advice centre contracts are due to expire in March 2013 hence the need for this procurement exercise.

The advice centres provide a range of services to encourage and support householders across Scotland to adopt low carbon lifestyles. The services include advising customers on the opportunities to reduce carbon impacts and save money by: adopting energy efficient and other low carbon behaviours; purchasing energy efficient appliances; installing insulation and other energy efficiency measures; generating energy through home renewables; improving water efficiency; fuel efficient driving; low carbon vehicle purchase; other low carbon transport opportunities as well as advising on and providing access to various schemes of financial support.

Advice is delivered to around 250,000 customers in Scotland each year:

- through a variety of channels including the telephone, events, home visits and digital media
- directly to consumers and through intermediaries such as community groups, housing associations, local authorities and employers.

As part of these services, the Energy Saving Scotland advice centres have been designated by the Scottish Government to provide the impartial and independent remote advice service for the Green Deal and ECO (Energy Company Obligation) in Scotland.

The advice network also acts as a framework for the delivery of other Scottish Government programmes such as those relating to fuel poverty and other aspects of the low carbon agenda.

The advice centres also:

- provide strategic and operational support to local authorities, housing associations, community groups and other organisations
- undertake local promotional activities to help generate demand for advice centre services
- work with supply chains to help build market capacity

The advice centres are also expected to use various tools and support systems provided by the Energy Saving Trust as well as using Energy Saving Trust procured national sub-contractors for services such as printing and scanning.

Third party suppliers are being sought to manage the five advice centres covering Highlands and Islands, North East Scotland, South East Scotland, Strathclyde and Central Scotland and South West Scotland. The contract is divided into 5 lots, one for each advice centre. As well as the core contracts for each advice centre, tenderers will also have the opportunity to bid for a number of additional services such as extended hours coverage and overspill services.

Tenders will be sought via the two stage OJEU restricted procedure. The first stage requires all interested parties to complete a questionnaire (PQQ) and return it to the Energy Saving Trust within the required timescale. As explained in more detail in the PQQ, in order to arrive at a shortlist of applicants which will be invited to tender for each lot, interested parties will be evaluated, amongst other matters and by reference to their PQQ responses, on their knowledge and experience of the following:-

- providing advice to consumers including advice to high volumes of customers
- delivering energy efficiency projects
- small scale renewables, low carbon personal transport, behaviour change and other aspects of a low carbon lifestyle
- developing and delivering local promotional campaigns
- making and managing referrals to third party organisations including commercial contractors such as insulation installers
- supply chain market development
- working with local government
- working with community groups, housing associations, businesses and other employers
- co-ordinating national and local delivery to achieve strategic objectives

- developing effective partnerships
- maximising local economic benefit associated with contract / project delivery
- successfully managing, delivering, monitoring and reporting against an advice service delivery contract involving both activity and outcome targets

Following on from the expiry of the existing advice centre contract, the contract duration will be 3 years from 1st April 2013 – 31st March 2016 with the option, at the Energy Saving Trust's discretion, for two further one year extensions

#### **II.1.5. CPV code(s)**

79512000 Call centre, 72253000 Helpdesk and support services

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **II.2. Total value of the contract/lot**

#### **II.2.1. Total value of the contract/lot**

Value: 10 000 000 GBP

Including VAT. VAT rate (%) 20

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Restricted

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Quality and robustness of proposals to deliver the services. Weighting 30
2. Proposed deliverables. Weighting 20
3. Quality and robustness of proposed staffing of the advice centre. Weighting 15
4. Quality and robustness of proposals to meet the other contractual requirements of the Contract. Weighting 10
5. Finance and value for money. Weighting 15
6. Wider benefits and sustainability. Weighting 10

#### **IV.2.2. Information about electronic auction**

### **IV.3. Administrative information**

#### **IV.3.1. File reference number attributed by the contracting authority**

#### **IV.3.2. Previous publication concerning this procedure**

##### **Contract notice**

Notice number in the OJ S: [2012/S 116-192258](#) of 20.6.2012

## **Section V: Award of contract**

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Contract No: 12130000069

Lot No: 3

- Lot title: Contract for the Provision of Energy Saving Scotland Advice Centre Services for South East Scotland

**V.1. Date of conclusion of the contract**

25.3.2013

**V.2. Information about tenders**

Number of tenders received: 2

**V.3. Name and address of the contractor**

Official name: Changeworks Ltd  
Postal address: 36 Newhaven Road  
Town: Edinburgh  
Postal code: EH6 5PY  
Country: United Kingdom

**V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:  
Value: 2 225 000 GBP  
excluding VAT  
Total value of the procurement:  
Value: 2 256 330 GBP  
excluding VAT  
If annual or monthly value:  
Number of years: 3

**V.5. Information about subcontracting**

Contract No: 12130000068

Lot No: 2

- Lot title: Contract for the Provision of Energy Saving Scotland Advice Centre Services for North East Scotland

**V.1. Date of conclusion of the contract**

25.3.2013

**V.2. Information about tenders**

Number of tenders received: 2

**V.3. Name and address of the contractor**

Official name: Scarf  
Postal address: 1 Cotton Street  
Town: Aberdeen  
Postal code: AB11 5EE  
Country: United Kingdom

**V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:  
Value: 2 215 000 GBP  
excluding VAT  
Total value of the procurement:  
Value: 2 186 550 GBP  
excluding VAT  
If annual or monthly value:  
Number of years: 3

## **V.5. Information about subcontracting**

Contract No: 12130000067

Lot No: 1

- Lot title: Contract for the Provision of Energy Saving Scotland Advice Centre Services for the H&I

### **V.1. Date of conclusion of the contract**

25.3.2013

### **V.2. Information about tenders**

Number of tenders received: 2

### **V.3. Name and address of the contractor**

Official name: Changeworks Ltd

Postal address: Fairways House, Fairways Business Park

Town: Inverness

Postal code: IV2 6AA

Country: United Kingdom

### **V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:

Value: 1 840 000 GBP

excluding VAT

Total value of the procurement:

Value: 1 849 710 GBP

excluding VAT

If annual or monthly value:

Number of years: 3

## **V.5. Information about subcontracting**

Contract No: 12130000071

Lot No: 5

- Lot title: Contract for the Provision of Energy Saving Scotland Advice Centre Services for South West Scotland

### **V.1. Date of conclusion of the contract**

25.3.2013

### **V.2. Information about tenders**

Number of tenders received: 2

### **V.3. Name and address of the contractor**

Official name: Energy Agency

Postal address: Watson Peat Building, Auchincruive

Town: Ayr

Postal code: KA6 5HW

Country: United Kingdom

### **V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:

Value: 1 510 000 GBP

excluding VAT

Total value of the procurement:

Value: 1 555 191 GBP

excluding VAT  
If annual or monthly value:  
Number of years: 3

#### **V.5. Information about subcontracting**

Contract No: 12130000070

Lot No: 4

- Lot title: Contract for the Provision of Energy Saving Scotland Advice Centre Services for S&C

##### **V.1. Date of conclusion of the contract**

25.3.2013

##### **V.2. Information about tenders**

Number of tenders received: 2

##### **V.3. Name and address of the contractor**

Official name: The Wise Group  
Postal address: 72 Charlotte Street  
Town: Glasgow  
Postal code: G1 5DW  
Country: United Kingdom  
Internet address: [www.thewisegroup.co.uk](http://www.thewisegroup.co.uk)

##### **V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:

Value: 2 515 000 GBP

excluding VAT

Total value of the procurement:

Value: 2 475 939 GBP

excluding VAT

If annual or monthly value:

#### **V.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.1. Information about European Union funds**

#### **VI.2. Additional information**

(SC Ref:261794).

#### **VI.3. Procedures for review**

##### **VI.3.1. Review body**

Official name: Energy Saving Trust Ltd  
Postal address: 21 Dartmouth Street  
Town: London  
Postal code: SW1H 9BP  
Country: United Kingdom

##### **VI.3.2. Review procedure**

##### **VI.3.3. Service from which information about the review procedure may be obtained**

**VI.4. Date of dispatch of this notice**

9.4.2013