

**United Kingdom-Enfield: Repair and maintenance services of central heating**

OJ S 144/2015 29/07/2015

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Christian Action (Enfield) Housing Association Limited

Postal address: Benedict House, 61 Island Centre Way

Town: Enfield

Postal code: EN3 6GS

Country: United Kingdom

Contact person: Rand Associates Consultancy Services Ltd

For the attention of: Jeremy Lake

E-mail: [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk)

Telephone: +44 1737249475

**Internet address(es):**General address of the contracting authority: <http://www.christianaction.org.uk>Address of the buyer profile: <http://www.christianaction.org.uk>Electronic submission of tenders and requests to participate: <https://etenders.rand-associates.co.uk>**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Housing and community amenities

**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 attributed to the contract by the contracting authority**

Routine Annual safety Checks, Servicing, Testing, Certification, Responsive Repairs and Maintenance of Gas Fired Heating Appliances and Installations Term Contract.

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

Services

Service category No 1: Maintenance and repair services

Main site or place of performance: North London Boroughs of Enfield, Barnet, Haringey, Waltham Forest and any other location in which the contracting authority requires works to be undertaken.

NUTS code UKI London

### **II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

### **II.1.4. Information about framework agreement**

### **II.1.5. Short description of the contract or purchase(s)**

The contract will encompass the undertaking, on a three star 'all-inclusive' basis, of annual safety checks, servicing, testing, inspection, certification, maintenance and repair to domestic gas heating appliances and installations for which the contracting authority holds repairing responsibility. The contract will also include for some replacement / upgrading of gas boilers, gas heating installations. The total stock of the contracting authority is currently 1 300 dwellings, of which approximately 900 dwellings have gas heating. More information relating to the properties and schemes and comprehensive details of the scope is provided in the tender documents.

Key characteristics of the contracts are likely to be, but are not limited to:

- 1) Provision of a 24/7 daytime and out of hours emergency call-out service with 2 hour maximum on-site responsive time which will be demand led.
- 2) No guarantees as to the volume or value of works or services that may be required under the contract.
- 3) The contract will be for an initial term of 3 years with the option for the contracting authority to annually renew and extend for a up to a further 2 years (potentially a 5 year contract overall).
- 4) Provision requiring delivery of a customer focused service and showing a commitment to providing value for money to the contracting authority and their residents, shared owners, leaseholders and all other customers and must be responsive to achieve collaborative working practices, innovation and continuous improvement.
- 5) Provision for regular monthly, quarterly and annual performance meeting reviews; early termination and also meeting, maintaining and improving on Key Performance Indicators and the development of year on year efficiency savings.
- 6) Initial indications from the incumbent contractor is that the terms of the Transfer of Undertakings (Protection of Employment) Regulations 2006 ('TUPE') will not apply in respect of their existing workforce in respect of the works undertaken for Fold Housing Association. In the event that this changes between now and issue of tender documentation, information relating to the TUPE details of the incumbents own workforce will, if and to the extent available and/or applicable, be provided at the tender stage of the procurement process.

The anticipated target contract commencement date is on or before the 4.5.2016.

The contract is not divided into Lots because the contract authority is of the view that, the nature and size of the contract is not conducive to multiple contracts. It is considered that Lots would not be financially or economically viable and would not offer a value for money solution to the contracting authority as a result of potential increased purchase and administrative costs. Information about where the procurement documentation can be accessed from electronically is provided in section VI.3 of this notice.

### **II.1.6. CPV code(s)**

50720000 Repair and maintenance services of central heating, 50000000 Repair and maintenance services, 50712000 Repair and maintenance services of mechanical building installations, 45331100 Central-heating installation work, 45331110 Boiler installation work,

45333000 Gas-fitting installation work, 45333100 Gas regulation equipment installation work, 45332200 Water plumbing work

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.1.8. Lots**

This contract is divided into lots: no

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

The Contract scope at commencement will comprise:

- contract duration of 3 years with an option to extend for a further 2 years by one or more extensions.
- value per annum is circa 220 000 GBP excluding VAT, but this could change and therefore the contracting authority is not in a position to guarantee the value of the works.
- the contracting authority's current total stock is approximately 1 300 of which approximately 900 properties have gas installations.
- further details of the scope is set out in the tender documentation.

Economic operators should note that the estimated numbers and values given in this notice is based on the contracting authority's historic requirements and the number of properties currently included within its stock portfolio. The scope may increase in the event that the contracting authority acquires additional properties during the contract term and requires the works and services covered by the contract to be performed at such properties. Additional properties may include without limitation residential properties (however obtained whether through a merger or acquisition or other means), commercial properties, or corporate facilities managed by the contracting authority on behalf of others. The contracting authority reserves the right to also remove properties, for example as a result of stock rationalisation, in which case the numbers and value may decrease. Numbers and values may also increase or decrease as a result of any changes emanating from detailed surveys of properties and estates.

Estimated value excluding VAT: 220 000 GBP

#### **II.2.2. Information about options**

Options: yes

Description of options: The contract will be subject to regular monthly, quarterly and annual performance reviews. Year on year continuance of the contract from the commencement will be dependent on satisfactory performance by the service provider. The initial 3 year term can be extended by the contracting authority by up to a further 2 years by one or more extensions.

Provisional timetable for recourse to these options:  
in months: 36 (from the award of the contract)

#### **II.2.3. Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: Range: between 1 and 2

### **II.3. Duration of the contract or time limit for completion**

Duration in months: 60 (from the award of the contract)

## Section III: Legal, economic, financial and technical information

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### III.1. Conditions related to the contract

#### III.1.1. Deposits and guarantees required

Parent company guarantees, performance bonds, warranties and or deposits may be required by the contracting authority and details are as set out in the tender documentation (ITT).

#### III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

As detailed in the tender documentation.

#### III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

In the event of a group of economic operators submitting an acceptable offer it will be necessary for them to provide an undertaking that each organisation will be jointly and severally responsible for the due performance of the contract. Such undertaking will be in addition to the requirement to provide other deposits and guarantees required by the contracting authority for the due performance of the contract.

#### III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: As detailed in the tender documents, these may include conditions relating to environmental and social requirements.

### III.2. Conditions for participation

#### III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: As set out in the Pre-qualification Questionnaire (PQQ). All economic operators that respond to this notice may download the PQQ to be completed requiring general organisation, financial and technical capacity data.

The PQQ must be completed and returned electronically with all supporting information by the deadline indicated in section IV.3.4 of this notice.

The evaluation of the completed PQQ submission together with supporting information will determine which economic operators are selected to tender.

#### III.2.2. Economic and financial ability

List and brief description of conditions: As set out in the PQQ referred to in section III.2.1 of this notice.

Minimum level(s) of standards possibly required: As set out in the PQQ referred to in section III.2.1 of this notice. Specifically, economic operators shall be aware that to be considered eligible for selection, the economic operator (as a stand alone business unit, not a Group) must be able to demonstrate a minimum annual turnover equivalent to GBP 440,000 in respect of the most recent financial year for which accounts are available.

#### III.2.3. Technical and professional ability

List and brief description of conditions:

As set out in the PQQ referred to in section III.2.1 of this notice.

Minimum level(s) of standards possibly required:

As set out in the PQQ referred to in section III.2.1 of this notice.

#### III.2.4. Information about reserved contracts

### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: yes  
Reference to the relevant law, regulation or administrative provision: Economic operators must be Gas Safe registered.

#### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

## **Section IV: Procedure**

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

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

Restricted

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 6  
Objective criteria for choosing the limited number of candidates: Criteria as set out in the PQQ submissions and in accordance with the Public Contracts Regulations 2015. Subject to receiving completed PQQ submissions from sufficient eligible economic operators, it is intended that the tender list will comprise the 6 top scoring economic operators from evaluation of PQQ submissions.

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

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

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

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

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

An electronic auction will be used: no

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

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

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

no

#### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Payable documents: no

#### **IV.3.4. Time limit for receipt of tenders or requests to participate**

25.8.2015 - 12:00

#### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

11.9.2015

**IV.3.6. Languages in which tenders or requests to participate may be submitted**  
English.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

**IV.3.8. Conditions for opening of tenders**

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **VI.3. Additional information**

All procurement documentation can be downloaded from <https://etenders.rand-associates.co.uk>

[eTenders@Rand](mailto:eTenders@Rand) is Rand Associates Consultancy Services Ltd e-procurement portal (the 'Portal') for downloading/submission of procurement documentation in respect of pre-qualification and tenders, and communicating requests for and responses to clarification.

All requests for procurement documentation, communications and submission of pre-qualifications and tenders must be made via the Portal, which can be accessed at <https://etenders.rand-associates.co.uk> by registering and creating an account.

After creating an account, economic operators will receive an email with a link to activate their account.

Once activated and logged in, economic operators will need the following code to register for the Tender Documentation: CAHAGAS1

Economic operators may seek clarification where they consider any part of the documentation or any other aspect of this procurement is unclear.

All queries and any clarification must be communicated using the secure email messaging function within the Portal, but to be received no later than 17:00 on 18.08.2015.

This will provide an audit trail of all clarification requests and responses issued. It will not be possible to respond to any queries received after that stipulated date and time.

Having registered and created an account it is the economic operators' responsibility to regularly monitor communications raised and issued through the Portal.

Responses to requests for clarification will be communicated by Rand Associates Consultancy Services Ltd to all economic operators through the Portal secure email messaging system.

The identity of the economic operator seeking clarification will not be disclosed to other economic operators.

When uploading pre-qualification or tender submission documentation, economic operators must be aware of any speed limitations of their internet connection, system configuration and general web traffic etc, as these may impact on the time taken to complete the transaction.

Uploading of submissions must be completed by the deadline closing date and time.

Do Not wait until too near the closing time on the return date.

The closing deadline for uploading completed pre-qualification submissions is 12.00, 25.08.2015.

Please note that the Portal will not permit submissions to be uploaded after the closing deadline.

Submission documents will be visible to the representatives of the contracting authority and Rand Associates Consultancy Services Ltd only after the closing deadline.

Should users have any queries, or experience difficulties with the registration or download /upload system, they should contact the [eTenders@Rand](mailto:eTenders@Rand) help-desk by calling +44 1737225077 (ask for Paul Dugdale or Jonathan Case) or email [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk).

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Royal Courts of Justice

Postal address: Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079476000

##### **Body responsible for mediation procedures**

Official name: Royal Courts of Justice

Postal address: Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079476000

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: In accordance with the Public Contracts Regulations 2015.

The contracting authority will incorporate a minimum 10 calendar day standstill period at the time information on the award of the contract is communicated to economic operators.

If an appeal regarding the award of a contract has not been successfully resolved, the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk to take action in the High Court.

Any such action must be brought within 3 months.

Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages.

If the contract has been entered into the Court may only award damages or, where the contract award procedures have not been followed correctly, declare the contract to be 'ineffective'.

##### **VI.4.3. Service from which information about the review procedure may be obtained**

Official name: ERG Service Desk, Cabinet Office

Postal address: Rosebery Court, St Andrews Business Park, Norfolk

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

E-mail: [servicedesk@cabinet-office.gsi.gov.uk](mailto:servicedesk@cabinet-office.gsi.gov.uk)

Telephone: +44 8450004999

#### **VI.5. Date of dispatch of this notice**

24.7.2015