

United Kingdom-Glasgow: Gas appliance maintenance services

OJ S 204/2013 19/10/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Thistle Housing Association

Postal address: 26 Glenmore Avenue, Toryglen

Town: Glasgow

Postal code: G4 9TH

Country: United Kingdom

For the attention of: Daniella Sprott

Telephone: +44 6132700

Fax: +44 1413531155

Internet address(es):Address of the buyer profile: http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13703Electronic access to information: www.publiccontractsscotland.gov.ukElectronic submission of tenders and requests to participate: www.publiccontractsscotland.gov.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**

Other: Housing Association

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

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

Gas Servicing Maintenance 2014-2017, Toryglen, Glasgow

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: Toryglen, Glasgow

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)

Thistle Housing Association Ltd. is a not for profit social housing provider and is a registered social landlord based in the south side of Glasgow.

It is the Association's intention to enter into a contract with one contractor to deliver their Gas Servicing and Reactive Maintenance contract in Toryglen, Glasgow.

The Contractor will be required to operate the Contract within the client's pre determined timescales:

Emergency - attend within 4hrs, seven days a week and make safe and will normally be completed within 24 hours.

Urgent – attend and complete within 24 hours of notification.

Right to Repair – 1, 3 and 7 days as per legislation

Routine – attend and complete within 10 working days.

Voids – Gas safety checks same day as reported, other works according to category

In addition to the above, the following requirements will apply to the Contract:-

- 1) Contractor will be required to have regular liaison with senior management and site supervision to monitor and refine site practice and quality control.
- 2) Contractor's senior management and site supervision to attend monthly contract progress meetings.
- 3) Contractor to provide a comprehensive out of hours emergency provision, including all Client public holidays and Client office closures.
- 4) Contractor to develop the most effective and efficient systems possible from reporting of repair to invoicing for the benefit of both the client and contractor taking account of the Client's requirements to be able to measure performance in terms of timescale, cost, tenant satisfaction and quality of each repair.
- 5) The Contractor will be required to maintain an office and depot or offices and depots locally within or reasonably central to the area covered by the Contract, provide dedicated staff to deal with day to day operations of the Contract and employ predominantly directly employed labour to carry out the Works.
- 6) The Contractor must provide a well-stocked van and also a stock of materials and parts to suit the Association's boiler, radiator, controllers, thermostats and heating installation types. The Contractor must be willing to provide details on supply chain arrangements and a procedure for searching for hard to procure boiler etc parts. This procedure to be in writing and approved by the Association.
- 7) The Contractor must be able to comply with the requirements of the new RSL model complaints handling procedures developed by the Scottish Public Services Ombudsman.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at http://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=281896.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at http://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

II.1.6. CPV code(s)

50531200 Gas appliance maintenance services

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 total number of units owned by the Association included within the contract is approximately 892Nr

Estimated value excluding VAT: 195 000 GBP

II.2.2. Information about options

Options: yes

Description of options: The Contract is to be let for a period of three years with an option to extend the contract on a yearly basis thereafter, up to a maximum of a further two years. Any decision to extend the contract will be made entirely at the Client's discretion and will be subject to satisfactory performance against published key performance indicators.

II.2.3. Information about renewals

This contract is subject to renewal: no

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

Start 1.4.2014. Completion 31.3.2017

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract**III.1.1. Deposits and guarantees required****III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them****III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded****III.1.4. Contract performance conditions**

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

Description of particular conditions: Contractors wishing to apply for this contract must be able to provide evidence of experience in successfully working as a main contractor on at least three other Gas Servicing Maintenance Contracts in the least three years of a similar nature to the one described within the notice and this Pre Qualification Questionnaire. The Contracts put forward as evidence for this must have been ongoing for at least 12 months and the Association should be able to obtain references from the respective Employers attesting to this. In addition the following requirements must be met:

The Contractor must be able to provide the IT capability as set out at 2.1 above prior to

contract commencement.

All Gas Engineers employed on the contract must carry the appropriate Gas Safe qualification. The Company must be a registered member of NICEIC or SELECT.

The Company must be able to provide directly employed out of hours operatives.

The Company must be able to provide an in house directly employed out of hours call handling facility or be able to demonstrate that they use a highly competent and experienced independent call out centre with a demonstrable track record in reactive maintenance call handling.

In assessing minimum standards of economic and financial standing, the following will be considered: -

Your company must be solvent, if not a guarantee from a solvent parent is acceptable.

Your turnover must be equivalent to the estimated annual value of the contract. For the purposes of calculation please assume the annual value is GBP65,000.00

Thistle Housing Association will consider a bidders creditor/debtor turnover ratio and if appropriate seek assurances about its manageability.

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: (1) All candidates will be required to produce a certificate or declaration demonstrating that the candidate, their directors, or any other person who has powers of representation, decision or control of the candidate has not been convicted of conspiracy, corruption, bribery, or money laundering. Failure to provide such a declaration will result in the candidate being declared ineligible and they will not be selected to participate in this procurement process.

(2) All candidates will be required to produce a certificate or declaration demonstrating that they have not been convicted of a criminal offence relating to the conduct of their business or profession.

(3) All candidates will be required to produce a certificate or declaration demonstrating that they have not committed an act of grave misconduct in the course of their business or profession.

(4) All candidates must comply with the requirements of the State in which they are established, regarding registration on the professional or trade register.

(5) Any candidate found to be guilty of serious misrepresentation in providing any information required, may be declared ineligible and not selected to continue with this procurement process.

(6) All candidates will have to demonstrate that they are licensed, or a member of the relevant organisation, in the State where they are established, when the law of that State prohibits the provision of the services, described in this notice, by a person who is not so licensed or who is not a member of the relevant organisation.

(7) All candidates will be required to produce a certificate or declaration demonstrating that they have fulfilled obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which the candidate is established

(8) All candidates will be required to produce a certificate or declaration demonstrating that they have fulfilled obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established.

III.2.2. Economic and financial ability

List and brief description of conditions: (1) All candidates will be required to provide a statement, covering the 3 previous financial years including the overall turnover of the candidate and the turnover in respect of the activities which are of a similar type to the subject matter of this notice.

(2) All candidates will be required to provide statements of accounts or extracts from those accounts relating to their business.

Further information is provided in the Pre-Qualification Questionnaire

III.2.3. Technical and professional ability

List and brief description of conditions:

(1) A statement of the candidate's average annual number of staff and managerial staff over the previous 3 years

(2) Details of the educational and professional qualifications of their managerial staff; and those of the person(s) who would be responsible for providing the services or carrying out the work or works under the contract;

(3) A statement of the principal goods sold or services provided by the supplier or the services provider in the past 3 years, detailing the dates on which the goods were sold or the services provided; the consideration received; the identity of the person to whom the goods were sold or the services were provided

(4) A check may be carried out by the contracting authority or by a competent official body of the State in which the candidate is established, to verify the technical capacity of the candidate; and if relevant, on the candidates study and research facilities and quality control measures;

(5) A statement of the candidate's technical facilities; measures for ensuring quality; and their study and research facilities;

(6) An indication of the proportion of the contract which the services provider intends possibly to subcontract.

(7) A statement of the technicians or technical services available to the candidate to carry out the work under the contract; or be involved in the production of goods or the provision of services under the contract; particularly those responsible for quality control, whether or not they are independent of the candidate.

(8) A statement of the tools, plant or technical equipment available to the service provider or contractor for carrying out the contract.

(9) A list of works carried out over the past 5 years, detailing the value of the consideration received; when and where the work or works were carried out; and whether they were carried out according to the rules of the trade or profession and properly completed.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

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

Section IV: Procedure

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 minimum number 5: and Maximum number 7

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 Criteria below

1. quality. Weighting 60

2. price. Weighting 40

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

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

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

18.11.2013 - 17:00

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

2.12.2013

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

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

TUPE may apply to these Works; any bidder should satisfy themselves of the risk of TUPE and account for this risk in any submission.

(SC Ref:281896)

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

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

VI.5. Date of dispatch of this notice

17.10.2013