

United Kingdom-Edinburgh: Call centre
OJ S 160/2018 22/08/2018
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Energy Saving Trust Ltd
Postal address: 2nd Floor, Ocean Point 1, 94 Ocean Drive
Town: Edinburgh
NUTS code: UKM75 Edinburgh, City of
Postal code: EH6 6JH
Country: United Kingdom
Contact person: David Angelini
E-mail: david.angelini@est.org.uk
Telephone: +44 1315557900

Internet address(es):

Main address: www.energysavingtrust.org.uk
Address of the buyer profile: https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA14923

I.2. Information about joint procurement

The contract is awarded by a central purchasing body

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.publiccontractsscotland.gov.uk/>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://www.publiccontractsscotland.gov.uk/>

I.4. Type of the contracting authority

Other type: Organisation acting on behalf of the Scottish Government

I.5. Main activity

Environment

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of HES Advice Centre Services

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

The Energy Saving Trust wishes to appoint contractors to operate and manage each of the five advice centres which comprise the Home Energy Scotland (HES) advice network covering the Highlands and Islands, North East, South East, South West, Strathclyde and Central regions of Scotland from 1.4.2019. The tender will be split into 5 lots, covering the provision of the services in these 5 geographical areas. The Energy Saving Trust are following a single stage "open" tender procedure.

Tenderers may bid for one or a maximum of 2 lots, although each lot will be evaluated individually.

As well as the opportunity to bid to operate the centres, tenderers will also have the opportunity to bid for additional services such as extended hours' coverage.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

II.2. Description

II.2.1. Title

Home Energy Scotland South East

Lot No: 3

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: UKM7 Eastern Scotland

Main site or place of performance: Local Authority areas covered under HES South East: City of Edinburgh East Lothian Fife Midlothian Scottish Borders West Lothian

II.2.4. Description of the procurement

The Energy Saving Trust wishes to appoint a contractor to operate and manage The HES South East advice centre from 1.4.2019. The network is delivered on a regional basis and the tender is split into 5 lots, covering the provision of the services in the 5 geographical areas for HES. Tenderers must locate facilities for delivery of the service within the region covered by each lot. As well as the opportunity to bid to operate the centres, tenderers also have the opportunity to bid for additional services such as extended hours' coverage.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by the Energy Saving Trust. The current contracts are due to expire in March 2019. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and where at risk from fuel poverty, achieve affordable warmth.

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.

They provide a gateway to assistance to low income householders through the Scottish Government's Warmer Homes Scotland programme and area based schemes.

The services are delivered through a mix of local promotion and awareness raising, digital and online support, telephone-based advice, outreach events, home visits and collaborative working with a wide range of local, regional and national partners to meet agreed activity KPIs. The HES advice network has an estimated overall value of 16 000 000 GBP (excl VAT) over 3 years to March 2022, with a potential for 2 further 1-year extensions. Around 1 300 000 GBP (excl VAT) per year of this budget is attributable to the South East Centre. The contracts are expected to commence on the 1.4.2019.

To support the contract notice and ensure that potential tenderers fully understand the contract requirements, the Energy Saving Trust will be holding an information event. Details of this are contained within the ITT.

More information is provided in the additional documentation attached to this notice.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2019 End: 31/03/2022

This contract is subject to renewal: yes

Description of renewals:

An additional 2 1-year periods may be exercised at ETS's sole option.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

II.2. Description

II.2.1. Title

Home Energy Scotland Highlands and Islands
Lot No: 1

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: UKM6 Highlands and Islands

Main site or place of performance: Local Authority areas covered under HES Highlands and Islands: — Argyll and Bute, — Comhairle nan Eilean Siar, — Highland, — Orkney Islands, — Shetland Islands.

II.2.4. Description of the procurement

The Energy Saving Trust wishes to appoint a contractor to operate and manage The HES Highland and Islands advice centre from 1.4.2019. The network is delivered on a regional basis and the tender is split into 5 lots, covering the provision of the services in the 5 geographical areas for HES. Tenderers must locate facilities for delivery of the service within the region covered by each lot. As well as the opportunity to bid to operate the centres, tenderers also have the opportunity to bid for additional services such as extended hours' coverage.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by the Energy Saving Trust. The current contracts are due to expire in March 2019. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and where at risk from fuel poverty, achieve affordable warmth. 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. They provide a gateway to assistance to low income householders through the Scottish Government's Warmer Homes Scotland programme and area based schemes.

The services are delivered through a mix of local promotion and awareness raising, digital and online support, telephone-based advice, outreach events, home visits and collaborative working with a wide range of local, regional and national partners to meet agreed activity KPIs. The HES advice network has an estimated overall value of 16 000 000 GBP (excl VAT) over 3 years to March 2022, with a potential for 2 further one-year extensions. Around 1 000 000 GBP (excl VAT) per year of this budget is attributable to the Highlands and Islands Centre. The contracts are expected to commence on the 1.4.2019.

To support this contract notice and ensure that potential tenderers fully understand the contract requirements, the Energy Saving Trust will be holding an information event. Details of this are contained within the ITT.

More information is provided in the additional documentation attached to this notice.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2019 End: 31/03/2022

This contract is subject to renewal: yes

Description of renewals:

An additional 2 1-year periods may be exercised at ETS's sole option.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

II.2. Description

II.2.1. Title

Home Energy Scotland North East
Lot No: 2

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: UKM5 North Eastern Scotland

Main site or place of performance: Local Authority areas covered under HES North East: —
Aberdeen City, — Aberdeenshire, — Angus, — Dundee City, — Moray, — Perth and Kinross.

II.2.4. Description of the procurement

The Energy Saving Trust wishes to appoint a contractor to operate and manage The HES North East advice centre from 1.4.2019. The network is delivered on a regional basis and the tender is split into 5 lots, covering the provision of the services in the 5 geographical areas for HES. Tenderers must locate facilities for delivery of the service within the region covered by each lot. As well as the opportunity to bid to operate the centres, tenderers also have the opportunity to bid for additional services such as extended hours' coverage.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by the Energy Saving Trust. The current contracts are due to expire in March 2019. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and where at risk from fuel poverty, achieve affordable warmth. 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. They provide a gateway to assistance to low income householders through the Scottish Government's Warmer Homes Scotland programme and area based schemes.

The services are delivered through a mix of local promotion and awareness raising, digital and online support, telephone-based advice, outreach events, home visits and collaborative working with a wide range of local, regional and national partners to meet agreed activity KPIs. The HES advice network has an estimated overall value of 16 000 000 GBP (excl VAT) over 3 years to March 2022, with a potential for 2 further one-year extensions. Around 1 100 000 GBP (excl VAT) per year of this budget is attributable to the North East Centre. The contracts are expected to commence on the 1.4.2019.

To support this contract notice and ensure that potential tenderers fully understand the contract requirements, the Energy Saving Trust will be holding an information event. Details of this are contained within the ITT.

More information is provided in the additional documentation attached to this notice.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2019 End: 31/03/2022

This contract is subject to renewal: yes

Description of renewals:

An additional 2 1-year periods may be exercised at ETS's sole option.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

II.2. Description

II.2.1. Title

Home Energy Scotland South West

Lot No: 4

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: UKM9 Southern Scotland

Main site or place of performance: Local Authority areas covered under HES South West: — Dumfries and Galloway, — East Ayrshire, — North Ayrshire, including Arran, — South Ayrshire.

II.2.4. Description of the procurement

The Energy Saving Trust wishes to appoint a contractor to operate and manage The HES South West advice centre from 1.4.2019. The network is delivered on a regional basis and the

tender is split into 5 lots, covering the provision of the services in the 5 geographical areas for HES. Tenderers must locate facilities for delivery of the service within the region covered by each lot. As well as the opportunity to bid to operate the centres, tenderers also have the opportunity to bid for additional services such as extended hours' coverage.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by the Energy Saving Trust. The current contracts are due to expire in March 2019. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and where at risk from fuel poverty, achieve affordable warmth. 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. They provide a gateway to assistance to low income householders through the Scottish Government's Warmer Homes Scotland programme and area based schemes.

The services are delivered through a mix of local promotion and awareness raising, digital and online support, telephone-based advice, outreach events, home visits and collaborative working with a wide range of local, regional and national partners to meet agreed activity KPIs. The HES advice network has an estimated overall value of 16 000 000 GBP (excl VAT) over 3 years to March 2022, with a potential for 2 further one-year extensions. Around 800 000 GBP (excl VAT) per year of this budget is attributable to the South West Centre. The contracts are expected to commence on the 1.4.2019.

To support the contract notice and ensure that potential tenderers fully understand the contract requirements, the Energy Saving Trust will be holding an information event. Details of this are contained within the ITT.

More information is provided in the additional documentation attached to this notice.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2019 End: 31/03/2022

This contract is subject to renewal: yes

Description of renewals:

An additional 2 1-year periods may be exercised at ETS's sole option.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13.

Information about European Union funds

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

II.2.14. Additional information

II.2. Description

II.2.1. Title

Home Energy Scotland Strathclyde and Central
Lot No: 5

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: UKM8 West Central Scotland

Main site or place of performance: Local Authorities covered under HES Strathclyde and Central: — Clacks. — East Dunbarton. — East Renfrew. — Falkirk — Glasgow City — Inverclyde — North Lan. — Renfrew. — Stirling — South Lan. — West Dunbarton.

II.2.4. Description of the procurement

The Energy Saving Trust wishes to appoint a contractor to operate and manage The HES Strathclyde and Central advice centre from 1.4.2019. The network is delivered on a regional basis and the tender is split into 5 lots, covering the provision of the services in the 5 geographical areas for HES. Tenderers must locate facilities for delivery of the service within the region covered by each lot. As well as the opportunity to bid to operate the centres, tenderers also have the opportunity to bid for additional services such as extended hours' coverage.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by the Energy Saving Trust. The current contracts are due to expire in March 2019. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and where at risk from fuel poverty, achieve affordable warmth. 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. They provide a gateway to assistance to low income householders through the Scottish Government's Warmer Homes Scotland programme and area based schemes.

The services are delivered through a mix of local promotion and awareness raising, digital and online support, telephone-based advice, outreach events, home visits and collaborative working with a wide range of local, regional and national partners to meet agreed activity KPIs.

The HES advice network has an estimated overall value of 16 000 000 GBP (excl VAT) over 3 years to March 2022, with a potential for 2 further one-year extensions. Around 1 400 000 GBP (excl VAT) per year of this budget is attributable to the Strathclyde and Central Centre. The contracts are expected to commence on the 1.4.2019.

To support the contract notice and ensure that potential tenderers fully understand the contract requirements, the Energy Saving Trust will be holding an information event. Details of this are contained within the ITT.

More information is provided in the additional documentation attached to this notice.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2019 End: 31/03/2022

This contract is subject to renewal: yes

Description of renewals:

An additional 2 1-year periods may be exercised at ETS's sole option.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Information included in the ITT.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Information included in the ITT.

III.2.3.

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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 115-261617](#)

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 28/09/2018 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 28/09/2018 Local time: 12:30

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

This ITT is comprised of 5 lots, each with a bespoke ITT containing information specific to the relevant lot. Please reference the ITT for the lot or lots to which you intend to apply only, as some of the information may be specific to the geography of that lot.

The ITT for each lot is clearly titled to identify the lot to which it applies, and are all available as additional documents to this contract notice.

Note: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=552595

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://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.
(SC Ref:552595)

VI.4. Procedures for review

VI.4.1. Review body

Official name: Energy Saving Trust Ltd

Postal address: 2nd Floor, Ocean Point 1, 94 Ocean Drive

Town: EH6 6JH

Postal code: Edinburgh

Country: United Kingdom

Telephone: +44 1315557900

Internet address: www.energysavingtrust.org.uk

VI.5. Date of dispatch of this notice

20/08/2018