**Black Country Housing Group**

**Gas servicing & inclusive repairs**



**Invitation to Tender**

**Please ensure that you read this document carefully and fully.**

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**Your completed tender must be returned in line with the instructions contained within this document and be received no later than noon on Monday 17th January 2022.**

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**1.0 Introduction**

**1.1 Invitation to Tender**

This Invitation to Tender (“ITT”) is being issued on behalf of Black Country Housing Group (“BCHG”) to approved contractors via the Compliance Services and Associated Works Dynamic Purchasing System under the Heating Servicing and Maintenance lot.

On receipt of the Invitation to Tender, bidders should read all of the tender documents listed below. If you believe that any of these have not been provided to you then please contact Procurement for Housing immediately.

The ITT document pack includes: -

Document A (this document) – Invitation to Tender

Document Bi – Tender Requirements and Specification

**Document Bii** – Property & Asset List

**Document Biii** – KPI Handbook

**Document Biv** – TUPE information

Document C – Selection Questionnaire

Document D - Written Quality Response

Document E – Pricing Matrices

Documents F - Form of Tender

All documents are available to download upon login to the In-Tend system.

Please note that the clarification log is a live document that will be updated on the In-Tend online system via the clarification section of the project on a regular basis. It is your responsibility to ensure that you check this frequently as it may contain information of material significance which is critical to the submission of your tender.

Should you wish to withdraw from this tender process then please confirm this via the portal, including feedback related to your organisations decision not to submit a response.

**1.2 About Black Country Housing Group**

Black Country Housing Group (BCHG) is a housing association (Registered Provider) working closely with local communities in Birmingham and the Black Country. We provide affordable housing for rent, new homes for sale and a diverse a range of specialist local services.

Founded in 1974, our strong reputation for delivering high-quality, innovative services is built on our 40 years of local experience.

We want to make a difference to the lives of people in our local area through the services we provide.

Our mission is to be ‘a social business investing in people and communities’ is supported by our four values:

* Integrity
* Positivity
* Respect
* Quality

Further information on BCHG be found by visiting [www.bchg.co.uk](http://www.bchg.co.uk) .

**1.3 Tender Background**

BCHG currently own over 2,100 properties and delivers a programme of domestic gas servicing to approximately 1,578 domestic homes throughout the West Midlands. Boiler defects and repairs are currently handled in a reactive fashion, with the servicing contractor highlighting any rectification work required, seeking approval to carry out repairs either during the service visit, or organising a follow up visit if necessary.

BCHG are seeking to appoint a single suitably skilled and experienced gas and heating contractor to fully manage BCHG’s domestic gas servicing requirements and to offer a fully inclusive reactive repairs service. It is BCHG’s intention that moving to this model of delivery will improve first time fix rates, encourage proactive preventative maintenance and further increase resident satisfaction levels.

It is intended that any contract(s) established following the procurement will run for an initial term of three years, with the option to extend by two one-year periods subject to performance and agreement. Any extension(s) will be at the discretion of BCHG. Based on historic spend and anticipated work volumes, the estimated contract value for this opportunity c£260,000 (inc VAT) per annum.

In order to comply with the requirements of the Public Contracts Regulation 2015 BCHG has elected to run an Invitation to Tender under the Compliance Services & Associated Works Dynamic Purchasing System.

BCHG continues to manage a programme of boiler and heating replacements, with the Alpha Condensing Boiler range currently being installed. Bidders must be able to demonstrate a good working knowledge of this boiler type, and be able to evidence their ability to source and carry adequate spare parts and equipment to drive first time fix rates. A property list including boiler asset information has been included at Appendix Bii for information. For newly installed boiler and heating systems, a 7 year warranty is in place, and as such any appointed Contractor will be expected to liaise with the manufacturer on behalf of BCHG to organise any repairs or replacements that may be required under the terms of any warranty.

A draft specification outlining the services required under the proposed contract is included at Appendix B. Whilst the property & asset list and specification(s) appended have been compiled in reasonable detail, BCHG is seeking to appoint a partner who will assume full responsibility for managing the portfolio and is seeking a ‘3 star’ style service where an annual fee per property is payable. Bidders must be willing to price on an ‘all-in’ basis, and to evaluate the associated commercial risk of this approach

The successful bidders will be expected to hold appropriate industry accreditation and certification to carry out the specified works, have adequate Health & Safety policies and have good experience of the local area and operating within a customer facing capacity within housing sector.

Once appointed, the successful bidder will be expected to act as partner to BCHG, working collaboratively to deliver a Value for Money focused service which has BCHG tenants interests at heart.

It is anticipated that TUPE will apply to this contract. Please see document Biv – TUPE information for further details.

**1.3 Sourcing Panel**

The sourcing panel for this procurement process will consist of:

* BCHG Asset Management Team members
* BCHG Customer Representatives
* PfH Procurement Professionals

At all times, assessments will be carried out impartially, fairly and in line with any scoring guidance and methodology stated in the tender documentation.

**1.4 Confidentiality**

All information contained in this document is considered to be of a confidential nature. You are reminded of your obligation not to disclose information contained herein to any third party without prior agreement. BCHG in turn assures confidentiality to all respondents of this tender.

**1.5 Right of Rejection & Appointment**

BCHG reserves the right to accept or reject any or all responses to the tender. BCHG reserves the right not to make an appointment following this procurement process.

**1.6 Costs**

BCHG shall not be liable for any costs incurred by you in the preparation of your proposal or any other associated costs related to participating in this procurement process. BCHG reserve the right not to accept any offer submitted as part of the tender.

**1.7 Right of Incorporation**

Bidders’ responses to the ITT constitutes a business offer. BCHG may incorporate all or part of the response in any contract or agreement.

**1.8 Due Diligence**

Bidders must carry out their own due diligence checks and verify the accuracy of information provided to them in connection with the services the Contract is to cover. Whilst this ITT and supporting documentation has been presented with reasonable detail, BCHG nor PfH warrants any of the information provided as part of the tender process. Where necessary, Bidders are encouraged to seek legal and/or financial advice.

**2.0 Tender Timescales & Process**

**2.1 Submission Deadline & Format**

Bidders are required to submit their tender no later than **noon on Monday 17th January 2022**. Bids must be received electronically via PfH’s nominated e-tendering platform In -Tender. Bidders should note that no other means of submission will be accepted. Bidders should familiarise themselves with the nominated e-tendering platform, and ensure that any uploading process are anticipated. BCHG may disqualify any late bids, or any bids which are incomplete.

**2.2 Tender Timetable**

The table below sets out the anticipated tender timetable. Bidders should not that this timetable is subject to change:

|  |  |
| --- | --- |
| **Stage** | **Date** |
| Tender Issue | Wednesday 5th January 2021 |
| Tender Query Deadline | Noon Monday 10th January 2022 |
| Tender Submission Deadline | Noon on Monday 17th January 2022 |
| Tender Evaluation  | January 2022 |
| Interview / Presentations (if required) | January 2022 |
| Contract Award | February 2022 |
| Contract Start & Mobilisation  | 1st March 2022 |

##### 3.0 Tender Format and Submission Requirements

**3.1 How to make a bid**

This section sets out the documents that you will need to complete to submit a tender. It is essential that you read this section carefully and all of the tender documentation and that you ensure that, when submitting your tender, all of the required information requested is provided.

Any tender that has not been submitted in line with the instructions provided may be deemed to be incomplete and will not be evaluated.

Bidders are required to complete and submit the following documents on-line using In-Tend system.

* Document C – Selection Questionnaire
* Document D - Written Quality Response
* Document E – Pricing Matrices
* Documents G - Form of Tender

**The deadline for online submissions is** **12:00 17th January 2022. All submissions are time stamped and submissions received after this time may not be accepted.**

All responses should be in the format requested; failure to submit information as requested may lead to disqualification. You must not include any information or marketing material that is not expressly requested – this will not be viewed or scored.

Your final submission is to include:

Further information on the documents referenced above is contained within the relevant appendices.

The commercial offer template requests your proposed fees to deliver the services. BCHG requires annual fixed pricing per site / property with consolidated invoices split scheduled per property.

The quality response consists of a number of set questions that you must answer in line with the word count provided. Where explicitly requested, you may upload supporting documents to your answer(s).

The form of tender requires bidders’ agreement and signature.

3.2 Queries and Support

All questions regarding this tender and contract documents should be directed via the In-Tend online system you have registered for.

In order to ensure equality of treatment of bidders, BCHG intends to publish all questions and clarifications raised by bidders and its responses (but not the source of the question) to all bidders on a regular basis. Bidders should indicate if a query is commercially sensitive or cannot be responded to without breaking the requirement to treat all bidders equally, the bidder will be given the opportunity either to withdraw the query before it is answered or to have the answer circulated to all bidders.

A bidder making a request for further information may be asked to pay the client reasonable costs of obtaining and providing that further information. The bidder will be advised beforehand if a charge will be made.

BCHG reserves the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that request would or would be likely to prejudice its own commercial interests.

Please notify BCHG promptly of any perceived ambiguity, inconsistency or omission in this tender, the contract documents or any supporting documentation including any supplementary information issued during the procurement. In order to give bidders time to take the required amendments into account in preparing their tenders, the client may, at its discretion, extend the tender submission deadline.

Any contact made directly with any other employee of BCHG or persons working with BCHG regarding this tender is a breach of the terms on which this tender is issued and may result in a rejection of your tender without it being constructed further.

**The cut off for clarification requests from bidders will be five working days before the tender deadline. After this point clarification requests will not be considered.**

**4.0 Selection Process**

**4.1 Tender Evaluation**

The evaluation of this ITT will be based on Most Economically Advantageous Tender (MEAT) and will be weighted as follows:

* Commercial Proposal – 60% weighting
* Quality Response – 40% weighting

**4.2 Tender Scoring**

Tenders will be scored using a consistent approach and in line with the weightings in section 4.1.

Commercial responses will be scored by modelling bidders’ proposed cost over the intended contract period to arrive at an overall cost for comparison. The modelled cost will consist of the cost to deliver the core service in addition to any anticipated additional requirements over the period. The lowest modelled cost will receiving the highest weighted score, with higher priced tenders receiving a lower score on a proportional sliding scale.

Bidders should note that BCHG reserves the right to exclude tenders which are considered unsustainably low.

Quality scores will be calculated by evaluating the quality response document. Responses to set questions will be assessed, scored and awarded a score between 0 and 5 in line with rationale described in the table below:

|  |  |  |
| --- | --- | --- |
| **Score** | **Term** | **Typical Characteristic** |
| 0 | Unacceptable | No response or extremely limited response. Response inconsistent and/or unworkable and/or does not address our requirements. Shows extremely limited understanding of, and/or extremely inappropriate approach to, the matter in question. |
| 1 | Poor | Response is limited and is lacking in relation to a significant proportion of material elements, is unworkable and/or inconsistent and only partially meets our requirements. Shows limited understanding of, and/or inappropriate approach to, the matter in question. |
| 2 | Satisfactory | Response broadly responds to our requirements at a reasonable standard. Shows reasonable understanding of, and/or acceptable approach to, the matter in question. |
| 3 | Good | Response meets our requirements at a high standard and exceeds them in one or two respects. Shows very sound understanding of, and appropriate approach to, the matter in question. |
| 4 | Very Good | Response meets our requirements at a very high standard and exceeds them in a number of respects. Shows extremely sound understanding of, and highly appropriate approach to, the matter in question. |
| 5 | Excellent | Exemplary response: Exceeds expectations in all respects, and Bidder could not be expected to answer question more comprehensively or appropriately. |

The individual weighting of questions is set out in the table below:

|  |  |  |
| --- | --- | --- |
| **Question No.** | **Description** | **Weighting** |
| 1 | Relevant Experience & Mobilisation | 10% |
| 2 | Technical Capability | 5% |
| 3 | Service Delivery Infrastructure  | 10% |
| 4 | Training and Competency  | 5% |
| 5 | Supply Chain Management | 5% |
| 6 | Continuous Improvement | 5% |
| 7 | Social Value | 0% |
|  | Total | 40% |

**4.3 Interviews / Presentations**

As a final stage of the process, the highest 3 scoring bidders may be shortlisted and invited to attend an interview and give a presentation to support their bid. Should the interview stage be required, an additional weighting to shortlisted bidders will applied as follows:

* Interview –10% weighting

Therefore, the maximum score for non-shortlisted bidders is 100% and the maximum score for shortlisted bidders (should interviews be conducted) is 110%. BCHG reserve the right to make an appointment without moving to an interview stage.

Bidders selected for interview will receive further information on the process and scoring mechanisms etc. in advance of the process.

**5.0 Contract Terms and Conditions**

BCHG intends to let any contract awarded following this tender period via the JCT Measured Term Contract (2016). The exact terms of the agreement will be agreed post contract; however, bidders should note that the quality responses to this tender are likely to be appended in addition to the technical specification(s) and priced submissions. Bidders’ priced submissions should be fixed initially until 31st March 2023 with prices thereafter reviewed annually in line with the standard terms of the agreement and the option of BCHC to extend the agreement.

Bidders should note that this opportunity is being managed by Procurement for Housing and will be let utilising the Compliance Services DPS. Bidders must ensure that their tendered offers are inclusive of any rebate payable directly to PfH.

**6.0 DPS Management fee**

Bidders are reminded that the successful contractor(s) will be required to pay directly to PfH the prevailing rebate sum as per the general terms and conditions of the PfH Compliance Services & Associated Works