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| Saffron Housing Trust | EWI Tender | |
| EWI Tender 2017-18 | | Property Team |

**Saffron Housing Trust EWI Contract 2017-18**

Saffron Housing Trust are currently in the process of renewing its External Wall Insulation Works contract. As your company has expressed an interest in the contract we would like to invite you to formally submit a tender submission.

# Completion of the Document

It is important that the information requested is completed in line with the guidance given below. Failure to comply with this will be disadvantageous to your company as it may impact upon our final decision. Please break your responses into appendices matching the section that it is relating to.

# Scope

# EWI surveying and installation services including, but are not limited to, surveying, reporting and completion of all types of work provided within this document, together with the relevant associated works (see sections 15 & 29 for further details).

The provision of the EWI programme provides a service for Saffron Housing Trust which comprises approximately 6000 properties. The whole contract will be let as one lot with the contract expected to be up to \*£130,000.00 per annum**;**

* The lot will include 3 x Swedish timber dwellings. These will not be able to be retrofitted with a predefined EWI ‘system’. The properties will be required to be stripped back to the internal studwork and re-built in layers, incorporating insulation to bring the property up to a required U Value. The properties are then finished to mimic the look, as closely as possible, with HardiePlank exterior fibre cement board.
* The lot will also include 2 x full property to be finished with a BBA approved EWI system and up to 10 properties/Extensions, or other areas, that are deemed to have high heat losses. These will be fitted with a conventional EWI system and be finished in either a through colour render or a render finish to mimic brickwork; dependant on the properties existing finish or any planning constraints.

The contract for the Lot will be for a one financial year period commencing once the contractor has successfully registered on Saffron Housing Trusts approved contractors list and the completion of a signed JCT contract. Therefore, a JCT signed in June would terminate on the 31st March of the next calendar year.

\*Estimated value per annum, including VAT & associated overheads. The actual value may vary during the term period.

# Process & KPI’s

A working process, including completion information, and our required Key Performance Indicators will be supplied to the winning bidder once the standstill (alcatel) period has formally closed. Once supplied changes to the KPI’s will only be acceptable with written consent from Saffron Housing Trust. You must confirm in your tender response that this is acceptable.

# Financial Viability

Saffron require a statement of the undertaking's overall turnover and, where appropriate, of turnover in the area covered by the contract for the last financial year. See section 11. Company Information. As with the scoring procedure listed below (section 8) the credit worthiness of the contractor will be scored on a 1-100 rating. This score will form part of the tenders scoring along with the other sections requiring a response.

Saffron reserves the right to undertake its own investigation of the undertakings turnover and financial viability. See section 11. Company Information.

# Number of Contractors Invited

Saffron will require a minimum number of 5 Contractors to be invited to complete this tender exercise, as per Saffron’s finance & procurement policies. The contract will also be advertised via the Governments contracts finder web portal. This can be found at the following web address:

<https://www.gov.uk/contracts-finder>

# Termination of Contract

If the contract is terminated we may offer the work to the company who submitted the second most favourable tender, provided they maintain the rates and terms originally tendered.

# Additional Information

Saffron Housing Trust considers that this contract may be suitable for contractors that are small or medium enterprises (SME’s).

The right is reserved not to proceed or not to award a contract for the whole or part of the proposed procurement. Neither Saffron Housing Trust, nor any person on whose behalf this procurement is undertaken, is to be liable for any costs incurred by those expressing an interest or completing the tendering exercise for this contract.

1. Any work relating to removing and re-laying/re-building floors must be agreed on an ad-hoc basis before commencing any work. A second inspection is likely to be needed in these cases if an agreement cannot be reached on site after calling Saffron.
2. All materials and labour required to undertake the works should be included in the initial tendered price for each job. Saffron will not be held responsible for additional works and materials that should have been noted at the survey stage. This will include, but is not limited to, ancillary and peripheral components and materials, such as gates and external lighting that is already in situ.
3. Saffron Housing Trust currently expects all works to be completed (including paperwork being returned) within 10 weeks of receiving the initial inspection ticket. There may be exceptions, such as access issues with our tenants or emergency works, but these should be communicated as soon as reasonably possible to avoid confusion for either party.
4. Saffron ID badges will need to be supplied to any person(s) attending one of our properties and be displayed clearly whilst on site where the company does not provide its own identification system.
5. It is expected that all necessary inspection equipment will be available/utilised during visits to ensure flexibility. Inspection and/or works requests may be referred by various departments and individuals so flexibility will be crucial.

# Contract & Due Diligence

The form of contract will be a JCT Measured Term Agreement incorporating the contract price(s) extracted from the Tendering submission provided by the successful contractor.

# Evaluation of benchmarking submission

The quotations received shall be evaluated on the basis of the most economically advantageous submission, with quality of services and work also being a significant consideration. Weightings for the evaluation shall be as follows:

* Price 60%
* Quality 40%

As part of this process we would like to get a feel for how your organisation operates, therefore can you comment on each section listed as needing a response, utilising the same section numbers as listed. We would also request that a representative from your organisation can be available to attend a meeting to discuss any matters further if required. Quality will form **40%** of the final scoring exercise.

The quality element shall be based on, but not restricted to the following areas:

* Programming & timeframes of works
* Qualifications of the contracting company/staff members
* Method statement(s)/Plan of works
* Health and Safety Policy
* Approach to Customer Care
* Evidence, references, of similar works and projects

Each heading, requiring a response, will be scored 1 to 10 with 10 being the best score. Any areas requiring a response that are not answered will be awarded an automatic score of 0.These scores will be based on the quality of your response, rather than the quantity of the written response.

The following table gives a brief overview on how the scoring and judgement will be assessed:

|  |  |
| --- | --- |
| **Score for**  **Assessed**  **Questions** | **Judgement** |
| 0-1 | Statement/Response is unsuitable and / or suggests unacceptable risk |
| 2-3 | Statement/Response fails to meet requirements in a significant way |
| 4-5 | Statement/Response fails to meet requirements in some way |
| 6-7 | Statement/Response meets all the requirements |
| 8-9 | Statement/Response exceeds requirements and adds some value |
| 10 | Statement/Response exceeds requirements and adds significant value |

The following sections will need a direct response, and each response will be worth a maximum score of 10 points each. A basic response that meets all requirements will be scored in the 6-7 points band. A truly exceptional response that adds extra value to the tender submission/contract can be awarded up to 10 points. The following sections require a direct response, with the remaining sections acknowledged and confirmed in your tender submission:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 4 | 7 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 17 |
| 18 | 19 | 20 | 21 | 22 |
| 24 | 28 | 29 | 30 | 31 |
| 32 | 33 | 34 | 35 | 36 |
| 37 | 38 | 39 | 40 |  |

There will be a total of 290 points available by answering all of the above sections. As above the sections not listed here will still need a response in terms of an agreement/acknowledgement.

The financial, credit worthiness, of the contractor will be scored on a 1-100 rating based on the scoring mechanism supplied by Company Check.

The cost based scoring will be based on the lowest priced bidder being scored at 100%. Each subsequent bidder will then be scored, as a percentage, against the lowest bidder’s submitted pricing. Whilst pricing makes up 60% of the scoring, having a well thought out and detailed quality response will be very important in the overall scoring, and awarding, of the contract.

# Health & Safety

|  |  |
| --- | --- |
| Do you operate a Health & Safety Policy?  Is it being supplied as evidence  If **Yes**, please attach a copy for our records. | Yes / No  Yes / No |
| Have you reported any RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents within the last 3 years:  If **Yes**, then please supply details in your tender response. Other points that will need to be responded to are as follows: | Yes / No |

* Who is the person responsible for health & Safety on this contract, or provides your company with its health & safety advice?
* What health & safety qualifications do they hold? Please list these.
* What proportion of his/her time will be spent on site? When not on site, who is assigned as the site supervisor responsible for Health & safety
* Does the company hold any specific health & safety accreditations? If so please list these and their expiry date.
* The company’s inspectors/on site staff must have appropriate Health and Safety and Asbestos awareness training.
* ASBESTOS: ‘Plan of Works’ (method statements) must be supplied prior to the contract starting. It will be assumed that plans sent up front will be adhered to at all times and that in any cases where there may be deviation from this/these plans that an individual plan of works be supplied prior to works commencing in each individual case. A copy of the method statement MUST be checked before completing works and be on-site at all times.
* ASBESTOS: It will be assumed that all employees (or sub-contractors used) on this contract will have all necessary and up-to-date asbestos awareness training.
* ASBESTOS: We will need a basic ‘statement of cleanliness’ if works take place where known, or presumed Asbestos containing materials have been interfered with.

1. **CDM 2015**

The Contractor shall comply with all relevant safety, health and welfare measures under the provisions of all relevant Government Regulations (including the CDM regulations) and Acts of Parliament and Code of Welfare Conditions for the Building Industry, approved by the National Joint Employer for the Building Industry or any regional joint committee thereof.

The Contractor shall at all times during the Contract period comply with the requirements and provisions of the Health and Safety at Work Act 1974 and further at his own cost must provide and maintain welfare and safety measures up to the standard outlined in the (including latest amendments of) Construction (General Provisions) Regulations 1961 S.1 1580, as amended

S.I 1988 No. 1657 and S.I 1989 No.635 the Construction (Lifting Operations) Regulations

1961 S.I 1581, as amended by S.I 1989 1141 the Construction (Working Places) Regulations

1966 S.94, The Construction (Health and Welfare) Regulations 1996 S.95, as amended by S.I 1980 No.1248 and S.I 1981 No.917 and where applicable the Work Place Health Safety and Welfare Regulations 1992, and The Factories Act 1961, Electricity at Work Regulations 1989 No.653 1990 both as regards his own work people and for the work people of the sub-contractors or specialist firms employed on the site under the supervision of the principle Contractor. Also occupants of premises, or the public using premises, or employees of the Employer visiting the premises which are the site of works order under this Contract.

The Contractor shall allow for suitable, heated, welfare facilities, serviced with hot and cold running water and WC facilities. There should be a rest area and means of heating food and drying clothes etc. The Contractor must allow for providing and maintaining power services and to relocate the facilities as necessary to be conveniently accessed, as the contract progresses from area to area.

In the carrying out of the work or services under this Contract the Contractor, and all his/her employees' sub-contractors and any other person working to his/her order shall observe all provisions statutory or otherwise.

The Pre-Construction Information (annexed hereto) is a compilation of information regarding the significant health and safety risks relating to the project, which the principal Contractor will have to manage during the course of the works. The Contractor should take this information into account when preparing his tender, and price accordingly.

**A method statement and/or risk assessment is required from the Contractor, and should be included in your tender submission.**

|  |  |
| --- | --- |
| Do you have, and implement, arrangements/ procedures for meeting your duties under Regulation 9 of CDM 2015? | Yes/No |
| Do you have, and implement, arrangements/ procedures for meeting your duties under Regulation 11 of CDM 2015? | Yes/No |

Please list your Designer (or Principle Designer if more than one contractor is used), if the work plan shows that the works on each separate site will last longer than 30 days with more than 20 workers, or involve more than 500 person days of work.

If the works are expected to meet, or breach, the levels above, then the HSE will need to be notified via their website using an F10 form.

Principle Designer Name: ……………………………………………………………………

Principle Designer Contact: …………………………………………………………………

1. **Equal Opportunities Policy**

|  |  |
| --- | --- |
| Do you have an Equal Opportunities Policy?  If **Yes**, please attached a copy for our records: | Yes / No |
| If **No**, do you agree to adopt the Saffron Equal Opportunities Policy when working for Saffron? | Yes / No |

1. **Environmental Policy**

We are becoming more aware of the pressures we are putting our planet under, global warming and resource management are of the most concern. The Stern report and the Government reassure us "it’s good business to be “Green”, most believe the planet cannot sustain the human race unless we practice being “Green”.

We believe as a social housing provider, Saffron Housing Trust needs to show a good example. A large proportion of our carbon footprint and waste production is tied up in the construction work and we need to reduce both.

In pricing for this tender we would ask you to seriously consider how your company could, or demonstrate, how it is becoming more environmentally friendly in connection with the work being tendered. This may have an impact when choosing the successful submission.

We would recognise improvements such as:

• Reductions in carbon footprint.

• Recycling materials from site.

• Sourcing local materials.

• Local labour force.

• Use of materials from sustainable sources.

|  |  |
| --- | --- |
| Do you have ISO14001 (Environmental management) or an equivalent management system?  If **Yes**, please attach a copy for our records. | Yes / No |
| If **No**, please attach a statement that demonstrates your awareness.   1. **Quality Management** (example layout below)  |  |  | | --- | --- | | Do you have ISO9001 or an equivalent quality management system?  If **Yes**, please attach a copy for our records. |  | | If **No**, please explain how you will manage quality performance when working for Saffron: |  | | Yes/ No |

# Staffing & Training

It is a Saffron preference that all contractors employ their own staff on Saffron Housing Trust projects and do notuse sub-contractors. This is to ensure that in the event of any difficulty Saffron Housing Trust knows exactly who to contact and to ensure that the invoicing for referral fees for completed works is as simple and transparent as possible.

The Contractor shall not sub-let any element of the contract without the written consent of Saffron Housing Trust and such consent, if given, shall not relieve the Contractor from any liability or obligations hereunder.

* Please make it clear in this section whether or not you intend to use third party contractors from the beginning of the contract or whether there is potential to use them throughout the contract. This will include (but not limited to) contractors such as skip hire, scaffolders and electricians etc. Also, provide detail whether staff that will be visiting Saffron stock will have company uniform and identification provided.
* Provide details, and certification, of the training provided to all your staff that would be working on/in Saffron Housing Trusts stock to ensure a consistently high quality of customer service.
* Saffron will also require that staff that will be working at Saffron properties will have had a Disclosure and Barring Service (DBS) check within the last two years. Before the start of the contract the winning bidder will need to supply a copy of the certificate to Saffron for each of the employees that will be working on/at Saffron stock and sites. Confirm in your submission that this can be achieved. Further information on the DBS scheme can be found here; <https://www.gov.uk/disclosure-barring-service-check/overview>

**Technical Resources**

Please state the number of staff directly employed by your company (example layout below):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Permanent | | Temporary/Casual or Agency | |
| Full Time | Part Time | Full Time | Part Time |
| Management | …………………. | …………………. | …………………. | …………………. |
| Supervisors | …………………. | …………………. | …………………. | …………………. |
| Operatives | …………………. | …………………. | …………………. | …………………. |
| Administration | …………………. | …………………. | …………………. | …………………. |

**Trade Memberships, Qualifications and Affiliations (**Separate ‘Appendix’ response required**)** (example layout below)

|  |  |  |
| --- | --- | --- |
| Please give details of any trade memberships, trade Qualifications or affiliations that your company holds. *(e.g. Constructionline, CHAS, NICEIC)* | Membership No | Expiry Dates |
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**Individual Workers (**Separate ‘Appendix’ response required**)** (example layout below)

|  |  |  |  |
| --- | --- | --- | --- |
| Please give details of the qualifications and experience of the individual workers who will be on contracts of the type(s) applied for. Also, please note key contacts for the day to day running of the contract. | | | |
| **Name:** | **Qualification** | | **Expiry Date** |
| …………………………………………………… | ………………………………. | ……………………. | |
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Please attach all certificates of training, qualifications and/or accreditation where applicable.

**Sub-Contractors (**Separate ‘Appendix’ response required**)** (example layout below)

|  |  |
| --- | --- |
| Do you use sub-contractors? | Yes / No |
| Have you ensured their insurances are adequate/and monitoring of? | Yes / No / N/A |
| Describe the process you use to assess the competency of sub-contractors and provide evidence of corporate trade membership and certificate of training and/or accreditation for individual workers where these are applicable? | |
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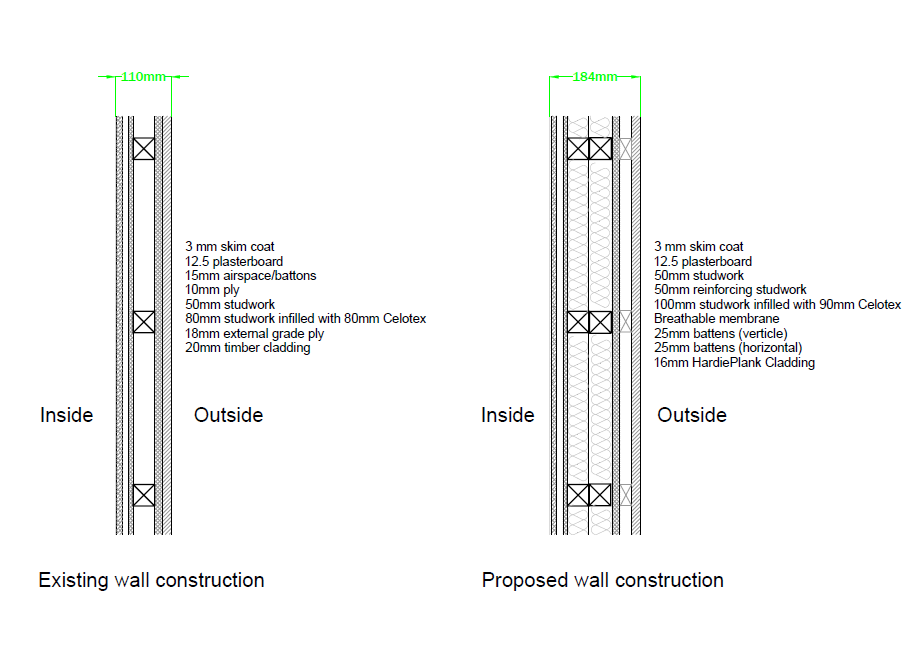
# EWI Specification

# Swedish Timber Dwellings

As stated in the ITT/Contract overview, Saffron is looking to complete at least four Swedish timber dwellings in this financial year. Saffron has around 30 of these dwellings and only 4 now remain that require upgrading. The buildings were supplied/constructed in 1947 and have had no thermal upgrades to them. The local authority is very keen to try to keep the properties looks, even though they are also keen to see thermal improvements. A lot of the surrounding/attached dwellings are private in tenure, so it is not acceptable to simply fix a EWI system to the outsides of the dwellings.

The (basic) installation spec is as follows;

1. The properties are fully surveyed for both suitability and to cover all aspects of the works. As well as the insulation works themselves, the survey/pricing is to include all ancillary items needed to complete the works, including, but not limited to, boiler and flue adjustments, outside lights and electrics, cills, trims and beads, fascias & bargeboards, fence posts and any other ancillary item that requires moving and or replacing in order to install/complete the insulation works. Additional works will not be allowed, therefore all costings to complete the works must be built into the tender.
2. In previous Swedish timber properties that were upgraded, rot was noted to the sole plates and some of the lower structure. Therefore, the winning bidder would be required to supply resources ahead of the actual works to strip of the bottom section of cladding to allow structural investigations to take place. Saffron will then organise to repair any issues prior to the actual insulation works taking place. Therefore, a staged process will be agreed upfront with the winning bidder.
3. Any subsequent areas of concern or issues, such as visible rot or structural damage is reported immediately to Saffron for further investigation.
4. Supply full scaffold access to all external elevations.
5. Remove all existing external timber cladding and dispose of.
6. Extend all existing plumbing and remove/fixed lights, fixtures and fittings etc.
7. Any old debris or insulation is removed from between the existing studwork, ready to install the new insulation
8. Supply & install suitable vapour control to lay behind the new insulation to limit moisture into the structure from the living space
9. Supply & install 50mm x 50mm treated timber studs to the face of the existing studs, to allow for the additional insulation depth to be installed
10. Supply and install 50mm Celotex GA4000 / kingspan Kooltherm K12 (or similar), tightly between the original timber studwork. Any/all gaps should be suitably filled & foil taped to prevent cold spots
11. Supply & install 40mm Celotex GA4000 / kingspan Kooltherm K12 (or similar) between the newly installed 50mm studwork, over the face of the existing framing to minimise the effects of cold bridging. Any gaps should be suitably filled and taped.
12. Supply and install a new, suitable, breather membrane positioned over the new insulation/studwork.
13. Supply and install treated 25mm x 50mm vertical, treated, battens over the studwork/new insulation to create a ventilation and drainage channel.
14. Supply and install treated 25mm x 50mm horizontal counter battens
15. Supply & install new 3mm uPVC window over-sills to allow for new extended wall thickness requirements
16. Extend the gable roof overhang/verge to allow for the extended wall thickness. This will include removal of the existing barge boards, supply & install a new gable ladder and make good the roof verge. To be finished with uPVC barge and capping board incorporating flashing/lead detail as required/necessary. These will need to be installed to industry standards
17. Supply new vertical HardiePlank fibre cement board and install as per the manufacturer’s instructions. This must include all base trims, window and corner detailing. The colour will need to match as closely as possible to the original colour of the building, though HardiePlank’s range maybe limited. The finished colour will need to be discussed prior to the contractor ordering materials for each plot.

If required any additional painting will need to take place before the scaffolding is taken down, to allow for the upper areas to be completed. Once the scaffolding is down, then minor touching in where scaffold logs has blocked access should take place where necessary. The painting will utilise Juton’s Demidekk Ultimate. The painting will be undertaken either by the contractor themselves or Saffron will utilise a separate painting contractor, who will liaise with the winning bidder.

# Standard EWI Dwellings

Saffron are looking to upgrade at least 6 x properties with a standard EWI system. These properties may be made up of full house upgrades or will be upgrades of the single skin/stramit board extensions.

Saffron will be looking to utilise one of the following systems for its projects, depending on what is most suitable for the substrate and the most economically viable for that individual product. Therefore the winning bidder will need to be approved with the particular supplier for the supply and install of their system(s).

Saffron is expecting the insulation board of choice will be EPS, but also note that PIR may be applicable in certain circumstances. You will need to make it clear within your pricing what system and board you will be supplying & installing. If there is an option of both boards/systems then you can supply two prices and a statement of the benefits of the alternative system. The systems must be BBA approved and backed a recognised insurance backed guarantee scheme, such as SWIGA. Examples of such systems are listed below, but not limited to:

* **AIS Insulation Supplies Ltd**
* **Alumasc Exterior Building Products Ltd**
* **Alsecco**
* **Permarock Products Ltd**
* **Rockwool Ltd**
* **Saint Gobain (Weber)**
* **Wetherby Building Systems Ltd**
* **SPS Envirowall**
* **Soltherm EWI Wales Ltd**

ALL works must be in accordance with the Suppliers details and drawings, etc.

Erect and maintain scaffolding and provide and install all protective equipment.

Carry out all necessary preparation/enabling works.

Supply and fit new EWI System, in accordance with the Suppliers instructions.

The EWI is to be fitted from ground to eaves level on all exposed elevations. This may also include heat loss walls to sheltered areas, such as out-houses and attached shed areas.

Insulation boards are to be fixed in complete accordance with the suppliers recommendations.

Window and door reveals are to be lined with insulation boarding in complete accordance with the suppliers recommendations to prevent cold-bridging.

Openings are to be squared up and trimmed around using non-metallic angle beading in complete accordance with the supplier’s recommendations.

The rendering is to be applied in mesh, base and top coats, in complete accordance with the supplier’s recommendations.

The EWI system is to meet the following performance standard:

• Minimal U value: 0.29 W/m2k; however, lower is preferable

• Insulation: To be CFC/HCFC free

For the purpose of pricing the Contractor should allow for standard pastel colour finishes provided by the supplier and assume that the render coating will extend from the ground to the eaves in a continuous finish and colour. Actual finishing colours will be discussed between the Contract Administrator and Contractor once the award has been made. These will be site specific and dependant on any planning restrictions.

On completion of the EWI installation allow the re-fixing of all fittings, pipes, services, lean-to structures, etc. that have been affected by the works.

Allow to clean all UPVC windows, doors, soffit boards and their frames.

Allow to run new mastic sealant around windows and door frames, new reveal liners and cover trims, etc.

Ensure gardens are left clean and tidy.

Obtain, completed Tenant satisfaction note once works are signed off

1. **Pricing schedule**

As Saffron is looking to upgrade 4 x Swedish timber dwellings and 6 x standard ‘system’ dwellings, it is more appropriate that all properties and sites are surveyed and fully priced, rather than a schedule of rates. The pricing will need to be received for each dwelling and be inclusive of all works and extras required to fully complete each project (excluding vat). An address matrix will be supplied separately to this tender document.

The Tendered rates should include for all costs including (but not restricted to) all labour, material, transport, plant tools, machinery costs, expenses, overheads and profit necessary to properly execute and complete the work. No claim for extra costs due to the tendered rates being inadequate will be allowed.

# Technical Specifications

As well as the information above, the below criteria will need to be met and responded to:

1. **Scaffolding**

All scaffolding (and work in installation and maintenance thereof) shall comply with:

• Construction (Working Places) Regulations 1966.

• NCAS Guidance TG20:13

• Working at Height Regulations 2005.

Scaffolding shall be 5 board wide, independent, tied scaffolding. There must be safe and easy access. Work platforms must be capable of carrying any temporary loadings, imposed by materials (for immediate use, or removal as part of the stripping process).

The Contractor must ensure scaffold (or other work platform) provides complete protection of the public from the ongoing works. This includes:

• Brick guards.

• Mesh screening.

• Suspended nets under the work platforms; to trap falling objects and debris.

• Fans above doorways or other thoroughfares.

The working platform must be cleared (and gently swept with a dustpan and brush) at the end of each shift.

Scaffolds must be struck and cleared, within one working week after sign-off unless additional painting/works to the properties has been agreed prior to the sign off of the works.

External doors, paths and access routes to gardens must not be blocked or restricted.

Scaffolding must be constructed in a way that allows the operation of at least 1 fully “openable” window (minimum 0.35m2 in casement area) above ground floor to allow for escape in the event of a fire.

The Contractor must not tamper with or alter the scaffolding (including the taking up and repositioning of gang boards). Scaffolding must undergo a weekly safety inspection by a suitably qualified and competent person, to ensure its continuing fitness for purpose and integrity.

If this is not conducted by the Contractor themselves, any additional costs in meeting this requirement are to be allowed for.

Gated access points and tied ladders are required.

The contractor is to ensure that that the ladders and scaffold are rendered inaccessible at the end of each work shift.

# Performance of Works

The Contractor shall maintain an orderly flow of work, and no dwellings or parts of buildings are to be left incomplete beyond the agreed timescale. All work is to proceed to the specified pattern, and the Contractor shall follow the proper sequence of operations to complete the work. The successful Contractor will submit, prior to the commencement of work, a programme of works to the Contract Administrator for his approval.

The Contractor will only be allowed to advertise in a manner approved by the Contract

Administrator.

The Contractor shall inform the Contract Administrator when existing hidden work is exposed. Such work is not to be covered prior to an inspection by the Contract Administrator.

1. **Contractor’s Performance Appraisal**

During the course of the works the Contractor’s performance will be monitored. An appraisal will be made on a week by week basis, and the Contractor will be notified in writing of any problems that become apparent. At the end of the project, the results of the appraisal will be evaluated, and may form the basis on which future invitations to tender are issued.

1. **Access to Works**

Saffron Housing Trust, the Contract Administrator or their respective representative, shall at all reasonable times have access to any works and to the workshops or other places of the Contractor of where work is being prepared.

1. **Temporary Supplies**

The Contractor shall provide and include for any temporary water supply or temporary lighting and power he may require for the works and pay all fees and charges in connection there with and remove the same on completion.

1. **Management on Site**

The Contractor is to give the tenant at least 7 days written notice of his intention to commence works.

Normal hours of works will be 08:00 to 17:30 – Monday to Friday inclusive.

The Contractor is requested to provide an ‘outside normal working hours’ contact telephone number for emergencies or call outs.

The Contractor shall be responsible for all damage caused by or arising from the work including tenants' furniture, carpets, curtains, external lighting, fences and other such fittings. The Contractor shall be held responsible for the protection of all property contained in any store or cupboard which is opened to enable workman to remove it, and shall make good any loss of such property which may occur whilst his workmen have access.

Care is to be observed when placing ladders, etc., against roofs, walls, etc., and the Contractor will be required to put right any subsequent damage or disturbance to decorations, structure and grounds caused.

The Contractor shall provide to saffron all personnel employed by him or engaged upon the work with so that a saffron I.D form of identification can be provided.

This identification card shall always be worn clipped to the overalls when calling at tenants premises.

The Contractor is to protect all trees, shrubs and flowers except those that must be removed to enable the works to be executed and to replace any that become damaged at his own expense.

The Contractor will be responsible for finding suitable locations for skips and storage etc., approved by the Contract Administrator, and obtaining licences where required.

Plant, materials and waste should be stored in a tidy manner to keep obstruction and/or nuisance to a minimum. Tenants should be made aware, and agree to any storage of materials within the grounds of their homes.

On completion of the works the Contractor is to thoroughly clean the site and remove all splashes, debris, rubbish and accumulated materials relating to the works.

The Contractor is to maintain and protect public roads and footpaths, including statutory services and similar undertakings, and is to make good or pay for any reinstatement of all damage thereto.

The Contractor is to thoroughly and efficiently protect the works from inclement weather.

Any water used shall be potable. Clean and free from impurities.

1. **Tenant Alterations**

In some cases the Tenants of a property may have carried out alterations to the fabric or design of the building. In such cases the Tenants become responsible for the maintenance of the alterations that they have carried out, therefore, the Contract Administrator may direct that any element of the works that may have been subject to alteration by the Tenant shall be excluded from the works. If in any doubt please contact the Contract Administrator for further advice.

1. **Party Wall Act and Encroachment**

The Contractor to notify the Contract Administrator immediately if the proposed works necessitate a notice to be served. If the contractor encounters a situation where the Party Wall Act 1996 applies, i.e. invasive removal/surveying work as part of a refurbishment or demolition survey to the party wall of a property which adjoins a privately owned property, including the chimney breast. The contractor shall contact Saffron Housing Trust who will apply for the relevant permissions before work begins. All work must cease until a Party Wall/Structure Notice has been served and 2 months allowed for the adjacent private property owner to respond. Saffron Housing Trust will keep the contractor informed of progress.

If the execution of Works requires that workmen must enter upon property adjoining the Works, the necessary permission must first be obtained by the Contractor. The Contractor shall indemnify the Employer against any claim or action for damages on account of any trespass or other misconduct of his employees. Workman will be allowed only into such parts of the site and buildings as may be necessary to execute the Works.

1. **Materials and Workmanship**

Unless otherwise specified where an appropriate Agreement, Standard Specification or Standard Code of Practice issued by either the British Standards Institution or a recognised body of any member state of the E.C. is current at the date of tender, all goods and services used or supplied and all workmanship shall be in accordance with that Agrément and/or Standard, free from flaws of defects. The Contract Administrator shall have full power to reject any materials or workmanship which in his opinion are unsuitable for the purpose for which they are intended or are not in accordance with the specification. Any materials and workmanship rejected shall be removed from the site and proper materials or workmanship substituted, therefore, at the Contractor's expense.

1. **Statutory Obligations, Notices, Fees and Charges**

The Contractor shall comply with and give all notices required by statute, or any statutory instrument, rule or order or any regulation or by-law applicable to the works and shall pay all legally demandable fees.

1. **Value Added Tax**

The sum or sums due to the Contractor under the Contract are exclusive of value added tax and the Employer shall pay to the Contractor any value added tax properly chargeable by the Commissioners of Customs and Excise.

1. **General**
2. This contract is for the installation of external wall insulation (EWI), to improve the thermal performance of Saffron’s “hard to heat” homes. These are likely to be non-traditionally built properties and/or possibly where the dwellings are located in off-gas areas.
3. The Contractor/Supplier shall be responsible for any bespoke design and specification of the EWI to suit the various dwelling types and substrate to which it is to be affixed. The system used would need to be agreed with Saffron Housing Trust before the commencement of site work begins. A SWIGA guarantee is to be provided on completion where applicable. For the Swedish Timber Dwellings the winning contractor will need to provide a bespoke guarantee for workmanship and materials. This has typically been set at 10 years in the past.
4. To establish the rates the Contractor is to allow for:

• Providing/meeting the following “standard” preliminary items/conditions.

• All overheads and preliminary costs involved in servicing the contract.

• Labour, plant, materials and waste disposal costs.

• Attendance/ liaison with others, such as the Employer, Supplier, affected Residents, Service Providers and Building Control, etc.

• Provision, adaptation, maintenance and removal of temporary works and protection, necessary.

• Preparation of the substrate to which the EWI is to be applied (.i.e. framed structure, rendered masonry, face brickwork, etc.).

1. The extent of the enabling and preparation works will vary. The Contractor must familiarise himself with typical construction details and external layout, etc.
2. The Contractor is to forward a Construction Phase Health and Safety Plan (with detailed, task-specific method statements) for the intended works. See Section 9.
3. The dwellings are occupied, and will remain so during the work. The Contractor must ensure that they are maintained in a watertight, safe and habitable condition throughout.
4. The Contractor must provide temporary works and protection including scaffolding, shoring, supports, screens, fans, netting, mesh, brick guards and security for the site and compound.
5. If necessary, he must allow for alteration or diversion of footways to ensure safe access for the Residents.
6. Temporary works include adapting and maintaining as necessary, clearing away and making good when no longer required.
7. Protection includes taking whatever means necessary to prevent damage and/or deterioration due to weather, work activities (or any other relevant cause) and ensuring that residents can remain safely in occupation. This includes being able to use paths and entrance doors to and from their homes safely and without hindrance or obstruction.
8. Garden areas are to be restored to an accessible condition, free of trip hazards, etc. by the end of each work shift.
9. The Contractor will be required to provide a waste management plan for construction waste, arising from the works. The plan should also show what materials will be recycled.
10. The Contractor will be required to submit a work programme based on carrying out the work (mindful of lead in times for delivery of various goods and components).
11. The Contractor must give a two week notice period, before commencing any particular property. Once started, the works are to be continuously resourced and serviced. Any inconvenience to the residents is kept to a minimum.
12. The Contractor must provide secure storage units, site accommodation (meeting the CDM Regulations), skips, etc. and is responsible for obtaining any licences required and establishing suitable locations for them. Materials must be stored in locked containers. Areas used for site accommodation and storage containers, including routes to and from them, must be thoroughly cleaned at the end of each shift.
13. Allow for suitable and sufficient waste skips for the works. These must not to be placed on roads or footways without prior permissions from the appropriate authority and the usage of safety signage and lighting; nor is it acceptable to stack or store materials, or waste, in these areas (except for short loading and offloading periods).
14. Waste and rubbish must not be allowed to accumulate and must be disposed of in dedicated waste skips as it arises.
15. The Employer will be responsible for serving “Party Wall Notices” on adjoining dwellings, if required. The contractor will need to make the contract administrator aware as soon as possible to allow adequate time to serve the notice and receive a response, so as not to interfere with works schedules.
16. The Contractor will be responsible for applying for any Building Notices required; or be members of the appropriate self-certification scheme, to ensure compliance with part L of the Building regulations.
17. The Contractor will be responsible for arranging for sheathing or relocation of any overhead electrical supply cables, prior to works commencing. This should be organised with UKPN as soon as possible to reduce potential delays to site works beginning.
18. The Contractor **must** gain access to every dwelling **and** any immediately adjoining neighbour(s). He must record, and satisfy himself, as to the current condition of:

• Decorative conditions

• Existing defects

• Fixtures and fittings that could sustain damage as a result of the work and

• Anything else that could conceivably be damaged

1. A photographic record of any adverse findings, endorsed by the Resident is to be provided to the Employer. **NO** work is to commence (in a particular area) until every dwelling, at risk of being affected, has been inspected.
2. A Supervisor is to be appointed to oversee the works and have a mobile telephone that utilises a network that covers the site(s). The Supervisor must be available for contact, during working hours, all the while works are in progress on site.
3. In the event of any emergency call-out, attendance **must** be provided within 2 hours; 24 hours a day and 7 days a week. Contact details for both general and emergencies, must be provided throughout the entire contract (including the defects period).
4. The Employer will not object to the successful Contractor soliciting his own work (e.g. any immediately adjoining, privately owned dwellings); but these must be sequentially “worked-in” with the main contract work.
5. Any such work however, would be an entirely private arrangement, must not have an adverse effect on the programme and be carried out entirely at the Contractors risk.
6. The management of any vehicles (used in connection with the works) including suppliers or sub- contractors is the Contractors responsibility. Vehicles must be parked considerately and sensibly in a manner that does not cause undue nuisance, inconvenience or danger to local residents.
7. Deliveries should be planned to avoid busy times of the day (.e.g. school runs) and are to be supervised and directed by a competent Banksman.
8. The works must be carried out in strict accordance with the Suppliers specification, project details, drawings, preliminaries and general conditions. Any changes or deviations from the known details will need an agreement in writing from the Contract Administrator.
9. All materials and associated components are to be obtained from the Supplier unless otherwise agreed.
10. Any variations from the specification or agreed details must be confirmed by the

Supplier.

1. The Contractor shall check all materials on site for compliance with the specification and suitability for purpose. He shall advise the Supplier immediately of any defect or faults found and quarantine the affected goods for inspection.
2. The Contractor shall ensure that all goods and materials on site are handled and stored in strict accordance with the Suppliers instructions, data sheets and guidance.
3. All render applications should be in accordance with BS5262: 1991 Code of Practice for external renderings, BS8000: Part 10: 1995 Code of Practice for plastering and rendering.
4. The Contractor shall refer to all COSSH data sheets and Suppliers instructions for cement and render products.
5. Electrical and telephony services, lights, fittings, meter boxes, etc. are fixed to, or pass through, the existing structure. Allow for careful removal (as required and with the permissions of any relevant body/organisation), disconnections, making-safe, temporary reconnections etc. to allow the works.
6. On completion, allow to adapt or extend services (to suit the new wall thickness) and permanently re-fix, reinstate services to and connect all service cables, conduits and fittings that have been disturbed by the enabling works.
7. All electrical work necessary **must** be in accordance with current NIC regulations with appropriate certification supplied.
8. Allow for carefully repositioning any subterranean gas meter boxes (away) from the external wall to facilitate the works; or trimming around to allow operation of the lid. Gas, water, waste and rainwater pipes and boiler flues are fixed to, or pass through the existing structure. Allow for the removal, adaption, temporary support and temporary reconnection (as often as it is necessary) of affected pipes and services. Each dwelling must have essential services restored by the end of each work shift.
9. On completion, allow for permanent refitting of all services and pipes that have been disturbed by the enabling works. Allow all costs involved in extending pipes and services (or renewing gas boiler flues) to suit the new wall thickness.
10. Any work necessary to gas/oil pipes and flues must be carried out by qualified operatives; in accordance with current Gas-Safe regulations (or OFTEC regulations) as appropriate. Saffron will need to be sent re-commissioning certification for all gas works undertaken
11. Satellite dishes and TV aerials, may be fixed to the existing structure. Services must be maintained during the course of the works. The preference will be to **permanently** relocate such fittings, where possible.
12. For **ALL** dwellings, if there is no chimney stack (or the fitting of a dish/aerial to the chimney would be impractical) a support pattress must be incorporated within the EWI.
13. This must be fixed in a suitable position, where optimum signal strength can be gained.
14. Allow for liaising with service providers and organising and paying for any temporary relocation and subsequent re-fixing on completion that might be necessary.
15. Any disputes about picture quality of T.V, Satellite receiving, etc. and continuity of service provision, are to be dealt with directly by the Contractor. The quality of these should be confirmed before works start to avoid disputes later on.
16. Where no satellite dish is currently fitted, provision of a future one **must** be made. If an option for fitting to a chimney stack is not available (see above) then a pattress is to be incorporated and its position “marked” with a 225 x 225mm “dummy” grille, fitted to the outside wall.
17. Allow for reducing the ground levels around the dwelling to achieve a minimum clearance of 150mm at the starter bar/bell-cast beading (where the bottom edge of the EWI will terminate). Unless an approved below DPC system has been agreed and incorporated.
18. The residents will have been asked to relocate any plants/shrubs that they wish to retain in advance of the works.
19. Allow for removal of any remaining vegetation that may be affected by the works, such as bushes shrubs, wall growing ivy and self-seeded trees, etc. including blistering off to kill roots.
20. Provide any temporary support necessary, to retain any existing gable tile hanging or other gable cladding.
21. Allow a provisional sum of for taking down and re-fixing porches, lean-to structures and the like that are currently fixed to the exterior of the building where these have been noted during the survey phase. Note the exact positions and install timber pattresses / wall plates, etc. within the new insulation.
22. Form/leave any openings required as directed within the insulation, .i.e. for tumble drier vents, extractor fans, future boiler flues, etc. ensuring relevant minimum distances are adhered to.
23. The system shall be terminated at the party wall line using a fully rendered return (if it is to be stopped off) or a trimmed return in the case of the Swedish Timber dwellings.
24. Where adjoining properties are benefitting from the works, a vertical construction/movement joint is required at the party line. A joint capping is to be provided to protect the joint.
25. Allow to supply and fit a code 4 lead cover flashing, below the render courses, to provide an effective weather seal, where any lean-to structures, porches, etc. are to be replaced (following installation of the EWI).
26. Sealants around window sub frames, doors soffit abutments and any protrusions through the wall are to be low modulus silicone sealants in a 12mm fillet. Seals are to be formed in accordance with manufacturer’s recommendations using any necessary joint filler backing strips, etc.
27. The Contractor is to take particular care to prevent cold bridging around door and window jambs and refer to the Suppliers standard details. Below DPC insulating solution are welcomed and encouraged.
28. For uniformity, the systems are to be applied by the same gang and whole elevations / sections must be completed in one pass. All bags / tubs must be checked for batch numbers and if long runs are planned all batch numbers must be consistent.
29. All renders should be mixed to a workable consistency, subject to weather conditions and to the Suppliers instructions using a paddle mixer.
30. Application of renders should be during the appropriate weather conditions and appropriate protection must be made. Any coatings that have been damaged by rain or frost, etc. are to be replaced at the Contractors expense.
31. The Contractor should advise the Employer if the application of render products is outside of the accepted conditions and a daily log taken recording weather conditions and temperatures.
32. The Contractor is required to disclose his prices, for all dwelling types; whether they will be instructed or not.
33. Collectively, the rates will show the Contractors competitiveness in the market place and the Contract will be awarded on this basis.
34. Under **NO** circumstances should the Contractor assume that the overall value of work arrived at, will be that actually issued to him. NO guarantee of any amount of work (for any particular system or dwelling type) can be made.

**Non Standard Work Items (if required)**

1. The following work items could feasibly be required to facilitate the installation of the EWI satisfactorily.
2. The Contractor **must** price each work item. The prices will be used to either instruct additional works, if they are relevant to the dwelling being worked on.
3. No guarantee of any additional work can be made.
4. The Employer reserves the right to appoint other Contractors for any of the works. The Contractor will be expected to provide attendance and the use of the scaffolding, if required.
5. Allow for taking down, temporary supports and temporary and subsequent final re-fixing and commissioning of any (external) wall mounted oil boilers or Air Source Heat Pump (ASHP) module where the dwellings are in an “off-gas” area.
6. Any work necessary must be carried out by qualified operatives; in accordance with OFTEC / NIC regulations, as appropriate.
7. Allow to break out any existing concrete, brick or salt-glazed rainwater gulley surround. After installation of the EWI, supply bed and flaunch-in new precast concrete gulley up stand to drain head and adjust rainwater outlet as necessary.
8. Where footpaths are laid against the dwelling walls and will be within 150mm of the bottom edge of the new EWI, a French Drain is to be formed. Cut out the concrete with a suitable disc cutter, the entire length of the elevation a minimum 150mm wide and 400mm deep (allow 7 linear metres for the purpose of pricing). Treat exposed edges of wall or concrete to edge of floor slab with liquid DPM. Fill trench filled with pea-shingle to the surrounding path level.
9. Remove (and dispose of) the soffit boarding to allow the installation of the EWI system. Allow to fit 19x38mm treated SW batten frame work to wall and rafter feet to accept new soffit boards. Allow 14 linear metres for pricing.
10. On completion of the EWI installation, supply and fit new, white, UPVC soffit boarding, fitted in accordance with the manufacturer’s instructions.
11. **Working with Asbestos**

When carrying out work of any kind on asbestos based materials particular attention is drawn to the Control of Asbestos Regulations 2012 and Saffron’s Asbestos management Policy on which will be strictly enforced and is available on request. Saffron will provide all know Asbestos data for the properties via its works ticketing system. No works can take place before this ticket is received and a copy of the ticket must remain on-site at all times to be available to any operatives on-site.

Saffron will commission an Asbestos Refurbishment and Demolition Survey of each of the Swedish Timber Dwelling before works take place. This data will be shared with all contractors likely to be working on the properties. The properties being upgrades with a ‘standard’ EWI system will have had an Asbestos Management Survey undertaken. The results of these surveys, and any noted (or potential) ACM’s will be on the reverse of the supplied works tickets. No works should take place until Saffron has supplied the job ticket containing this data.

If other dwelling types are instructed to be worked on and; if any doubt exists as to the presence of any ACM, then the Employer will arrange for additional surveys to be undertaken on an Ad-hoc basis.

The Contractor must remain vigilant to the possibility of uncovering ACM and if they discover (or suspect the presence of) any un-notified ACM, work is to cease until the Employer has investigated and issued further instructions.

If ACM removal work is necessary the Employer will arrange and pay for this. The

Contractor shall allow any attendance costs and the use of the scaffolding to facilitate this work.

The Contractor will be expected make (and show that he has made) best efforts to redeploy resources and maintain an orderly flow of work, elsewhere on the contract.

Saffron will only consider claims for financial recompense or an extension of time, as a result of unknown ACM’s being found and needing removal; if this can be demonstrated.

1. **Equality Act 2010**
2. The Contractor and any Sub-Contractor employed by the Contractor shall adopt a policy to comply with employers’ statutory obligations under the Equalities Act 2010 and, accordingly, will not discriminate directly or indirectly against any person because of their colour, race, nationality or national or ethnic origin in relation to decisions to recruit, train, promote, discipline or dismiss employees.
3. The Contractor and any Sub-Contractor employed by the Contractor shall observe as far

as possible the Commission for Racial Equality’s Code of Practice for Employment as approved by Parliament in 1983, which gives practical guidance to employers and others on the elimination of racial discriminations and the promotion of equality of opportunity in employment.

1. In the event of any finding of unlawful racial discrimination being made against the

Contractor or any Sub-Contractor employed by the Contractor during the contract period by any court of industrial tribunal, or of any adverse finding in any formal investigation by the Commission for Racial Equality over the same period, the Contractor shall inform Saffron of this finding and of the steps taken to prevent repetition of the unlawful discrimination.

1. **Data Protection Act 1998**

Saffron endorses and adheres to the Data Protection Act 1998. Saffron regards the lawful and correct treatment of personal information as very important to successful operations and to maintaining confidence with our customers. It will ensure that any document retained in whatever format will be done so in accordance with this legislation.

Saffron will supply all data either by way of encrypted Microsoft office documents or by encrypted zip files that contain items such as work tickets that contain tenant’s details. Passwords will be supplied separately by a different form of communication, such as by a phone call to the person designated by the contractor to be responsible for that data.

Please confirm that your company adheres to the Data Protection Act 1998 and how you deal with data retention once the works are complete.

1. **Contractor Conduct**

Contractors are requested not only to apply with the laid down requirements of this code but also with the spirit in which it has been produced.

1. Contractors must keep all appointments made and turn up punctually. If there are likely to be any delays, the tenant must be kept informed in the first instance. The Contract Administrator should also be made aware once the tenant has been informed especially if the contractor cannot get hold of the tenant.
2. Contractors are required to wear an appropriate form of clothing, which should be clean and tidy, and clearly display the name of the Contractor.
3. Contractors must display a Saffron identification card at all times.
4. Contractors are not to park cars/vans on paths and grassed areas as it causes obstruction and damages the surfaces. Cars and Vans should not be driven over such areas to deliver materials or clear debris. This action nearly always results in complaints being received from members of the public, which reflects badly on the Contractor and on Saffron Housing Trust.
5. On arrival the contractor should introduce him/herself and show their identification card to the tenant. If the tenant wishes to check the legitimacy of the operative with Saffron, the operative must respect the tenant’s right to do this, and wait outside the property until the tenant is satisfied they are legitimate.
6. Before starting work the Contractor should explain to the tenant the nature of the work that is to be carried out, how long it is likely to take and areas of the property that will be affected and confirm that this is what the tenant was expecting. Any significant differences should be referred to Saffron for clarification.
7. Check with the tenant before turning off any electricity, gas or water supplies to ensure it is alright to do so as this may effect fridges, freezers, fish tanks, dialysis machines, stair lifts etc. Ensure that all services are restored as soon as the work is completed.
8. Contractors should treat all tenants and their homes with respect, and ensure the removal of delicate or valuable items from the work area prior to work commencing and agree the arrangements for moving furniture etc. Protective covers are to be used where required.
9. If the work affects more than one room in the property, every effort should be made to limit disruption to one room at a time.
10. The Contractor must comply with all relevant Health and Safety legislation and ensure that the site is kept safe at all reasonable times. All fire exits, lifts, staircases, corridors and doorways must be kept clear at all times and not obstructed by the Contractors tools or materials.
11. Do not prop open controlled access doors/fire doors during the course of the works.
12. All necessary precautions should be taken to protect carpets and flooring with the use of clean dustsheets or other protective material as appropriate.
13. Obtain the tenants permission before using sinks, toilets, electricity and other services in the property.
14. If it becomes necessary to leave the property before the work is completed, for example to collect additional materials, the Contractor must inform the tenant when leaving the property and of the anticipated return time. The Contractor should also inform the tenant of the reason why it is necessary to leave the property before the work is completed. Make sure it is safe to leave the work incomplete while absent from the site.
15. If the tenant requests additional work to that specified, the Contractor should contact Saffron for advice before carrying out such work in accordance with the contract thresholds.
16. During the course of the works the Contractor must not:

a) Smoke, eat, drink or play audio equipment.

b) Consume alcohol or take non-prescription drugs under any circumstances.

c) Use the toilet, without the prior consent of the tenant.

d) Carry out works in the home without the tenant being present, unless their express consent is obtained.

e) Carry out works if only minors (e.g. children under 16) are present at the property.

f) Empty any substances down drains that are likely to cause staining, blockages or pollute the system.

g) Use foul or abusive language or threatening behaviour. Under no circumstances should contractors cause offence, inconvenience or personal harassment to a tenant. This includes unkind, embarrassing, suggestive and inflammatory or damaging words or gestures. Respect and sensitivity should be shown for all tenants, their relatives, friends and visitors and their home at all times.

h) Express their own personal views regarding, the work, Saffron Housing Trust, other contractors etc.

1. The contractor is to ensure that all works are complete to a satisfactory standard and that all surplus material, equipment and rubbish are removed, leaving the property clean and tidy. All services that have been affected by the works should be tested and left in full working order on completion of the work (and at the end of each day if the work is not completed in one day).
2. The Contractor must inform the tenant that the work is complete and ensure that they are happy with the final result. If necessary, depending on the type of work, instruct the tenant how to operate and maintain all new equipment installed and provide operation manuals if appropriate.
3. Any private work undertaken by the Contractor for the tenant must be arranged separately to work carried out for Saffron Housing Trust. Saffron will not accept any involvement or responsibility for payment for this work. Contractors should note that it is the responsibility of the Tenant to obtain Saffron’s prior written approval to carry out works of a structural nature to the property, and contractors will be obliged to ensure that this approval has been granted prior to carrying out any work.
4. The contractor must maintain the highest levels of confidentiality regarding any personal information that is supplied to them about the tenants by Saffron, also including any other information they may acquire whilst working at the tenant’s home. Contractors must not discuss with the tenant Saffron’s business, other tenants, other properties, previous workmanship or other contractors.
5. The contractor should not under any circumstances accept gifts from tenants.

Special Considerations

1. The Contractor should take special care when working in properties where the tenant has a mobility impairment, it is important to ensure that their movement is not restricted. If the work is likely to cause inconvenience or obstruction, this should be discussed with the tenant prior to commencing any work. Any furniture and other items that have to be moved to allow the work to be carried out should be repositioned once the work has been completed.
2. Some tenants may feel nervous about having a stranger in their home. It is therefore important to identify yourself, your organisation and purpose of visit **before** entering the premises. In some instances it may be necessary for the tenant to arrange for someone else to be present at the property whilst work is carried out.
3. The Contractor should pay particular attention to the religious belongings of tenants, for instance, do not disturb a religious object without first asking if it can be moved. If a tenant asks you to comply with a particular religious or ethnic procedure, you should respect their request wherever possible. If this is going to have implications for your safety or ability to carry out the work, you should contact Saffron for advice before proceeding.
4. Should the Contractor encounter a tenant who does not speak English they should contact Saffron for advice.
5. Whilst working in occupied premises there may be circumstances when the contractor is unhappy to work in a property, for example a tenant who is under the influence of drugs or alcohol or who is verbally abusive. If a situation like this occurs, and you feel you cannot work in these circumstances, you should explain to the tenant, if possible, why you are leaving and report to incident to Saffron.
6. If any valuable items are left within your working area, i.e. purses, cheque books, jewellery etc., it is advisable to ask the tenant to move them to somewhere more secure. **This is to protect you**, should these valuables subsequently go missing.
7. There may be instances where a Contractor is faced with violence or the threat of violence. It is advisable not to get drawn into these situations but to leave the premises as quickly as possible and report the incident to Saffron.
8. **Works Completion**

On completion of the works the contractor will provide all guarantees to the Contract Administrator. These will include both the contractors workmanship guarantees and also any manufacture warranties and guarantees.

# Insurances

Saffron Housing Trust requires the successful Contractor to have the following insurances before being able to carry out any works on its behalf or its stock; the question on whether you have/willing to take out the required levels and types of insurance were built in the PQQ document. However, please confirm and submit evidence that these are currently in place, or confirmation that they will be before commencement of the contract.

|  |  |  |
| --- | --- | --- |
| **Please indicate which of the following current insurances you hold:** | **Yes/No** | **Indicate the level of indemnity:** |
| Public Liability:  (Minimum cover £10m) | Yes/No |  |
| Product Liability: | Yes/No |  |
| Professional Indemnity:  (Minimum cover £5m) | Yes/No |  |
| Employers Liability:  (Minimum cover £10m) | Yes/No |  |
| Contractors all Risk: | Yes/No |  |

# Complaints procedure

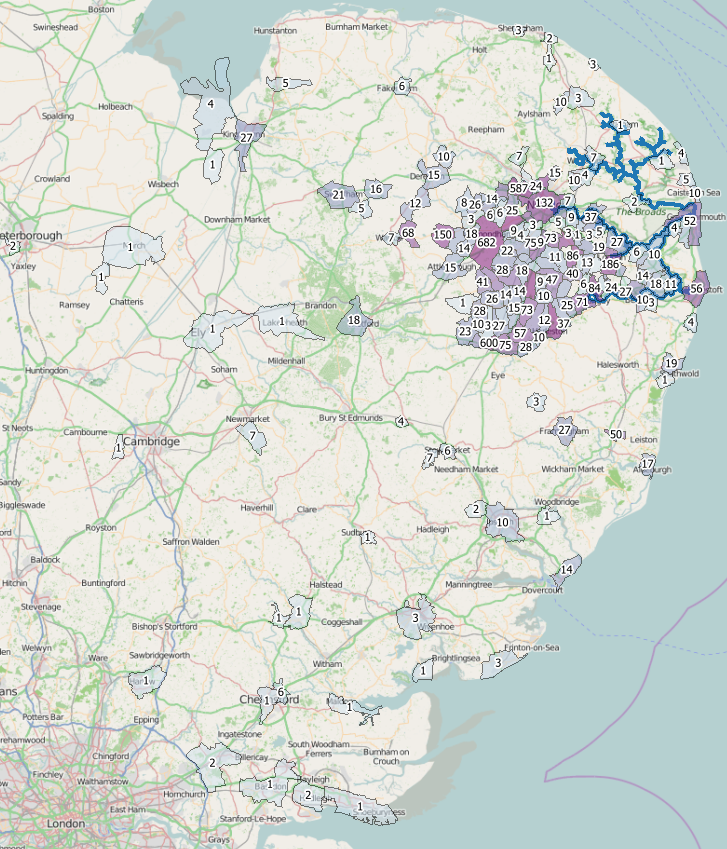
Saffron Housing Trust understands the difficulties that can arise from time to time when delivering a contract and that the odd complaint may well be received. Whilst we would all prefer that no complaints are lodged the important thing is how they are handled when these situations arise. Detail how your complaint system works and how you will liaise with both Saffron Housing Trust & its tenants to resolve any complaints that arise.

# Pricing - Address List Matrix (contact details released on request-due to data protection)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Resident Name | Address | Contact Number | Area to survey | Price (ex.5% vat) |
|  | 35 Mill Road , Little Melton, NR93NX |  | House Semi Detached (Chalet)-Swedish Timber Whole Property | £ |
|  | 36 Mill Road , Little Melton, NR93NX |  | House Semi Detached (Chalet)-Swedish Timber Whole Property | £ |
|  | 17 Wood Lane, Swardeston, NR14 8DQ |  | House Semi Detached (Chalet)-Swedish Timber Whole Property | £ |
|  | 1 Ferry Road, Surlingham, NR14 7AR |  | House Semi Detached (Chalet)-Whole Property | £ |
|  | 103 Great Melton Road, Hethersett, NR9 3HB |  | House Semi Detached (Chalet)-Whole Property | £ |
|  | 2 Hawkes Lane, Bracon Ash, NR14 8EW |  | House Semi Detached-extension (side) | £ |
|  | 4 Hawkes Lane, Bracon Ash, NR14 8EW |  | House Semi Detached-extension (side) | £ |
|  | 37 Howe Lane , Poringland, NR14 7LH |  | House Semi Detached-extension (side) | £ |
|  | 37 St Omer Close, Mulbarton, NR14 8JU |  | House Semi Detached-extension (side) | £ |
|  | 8 Kells Way, Geldeston, NR34 0LU |  | House Mid Terrace-Shed Wall(s) | £ |
|  | 12 Kells Way, Geldeston, NR34 0LU |  | House Mid Terrace-Shed Wall(s) | £ |
|  | 18 Kells Way, Geldeston, NR34 0LU |  | Bungalow Semi Detached-Shed Wall(s) | £ |
|  | 20 Kells Way, Geldeston, NR34 0LU |  | Bungalow Semi Detached-Shed Wall(s) | £ |
|  | 22 Kells Way, Geldeston, NR34 0LU |  | Bungalow Semi Detached-Shed Wall(s) | £ |
|  | 10 Hardley Road, Langley, NR14 6DA |  | Bungalow Detached-Shed Wall(s) | £ |
|  | 15 Queen Annes Road, Great Yarmouth, NR31 0LE |  | House Mid-Terraced | £ |
|  | 16 Queen Annes Road, Great Yarmouth, NR31 0LE |  | House Mid-Terraced | £ |
|  | 17 Queen Annes Road, Great Yarmouth, NR31 0LE |  | House Mid-Terraced | £ |
|  | 18 Queen Annes Road, Great Yarmouth, NR31 0LE |  | House Mid-Terraced | £ |
|  | 19 Queen Annes Road, Great Yarmouth, NR31 0LE |  | House Mid-Terraced | £ |
|  | 21 Queen Annes Road, Great Yarmouth, NR31 0LE |  | House Mid-Terraced | £ |
|  | 22 Queen Annes Road, Great Yarmouth, NR31 0LE |  | House Semi Detached | £ |
|  | 148 Southtown Road, Great Yarmouth, NR31 0LA |  | House End Terraced | £ |
|  | 149 Southtown Road, Great Yarmouth, NR31 0LA |  | House Mid Terraced | £ |
|  | 151 Southtown Road, Great Yarmouth, NR31 0LA |  | House Mid Terraced | £ |
|  | 152 Southtown Road, Great Yarmouth, NR31 0LA |  | House Mid Terraced | £ |
|  | 153 Southtown Road, Great Yarmouth, NR31 0LA |  | House Semi Detached | £ |
|  | 156 Southtown Road, Great Yarmouth, NR31 0LA |  | House End Terraced | £ |
|  | 11 Cromwell Road, Gt Yarmouth,  NR31 0LD |  | House Detached | £ |

# Location

Saffron now covers a wide area of properties within East Anglia. However, most of the Housing Stock is still within the core area of South Norfolk. As part of the contract it would be expected that properties outside of the core area would be treated to the same terms and conditions (with the exception of discretionary mileage costs) as the properties within the core area. See the map below for coverage information;



# Execution of the Works

The Contractor will be responsible for taking all reasonable precautions to ensure safety of the tenant’s furniture, fixtures and fittings and from damage during the course of the works and/or survey. The Contractor will be responsible for making provision to make proper means of access to all necessary areas to complete the works and/or survey. All costs associated with this are deemed to be included within the priced specification.

# Inspection & Survey Formats

Paper copies of surveys are not required. All surveys are to be delivered or held electronically. Surveys are to be provided in either Microsoft’s Word or in a PDF format. See section related to data protection.

# Adjacent Properties

The Contractor will be responsible for taking reasonable precautions to prevent surveyors, including those that may be employed by Sub-Contractors, from trespassing on adjoining owners' property, or any part of the premises which are not affected by the works/survey. If the execution of the works/survey requires that a staff member must enter upon an adjoining property, the necessary permission must first be obtained by the contractor, who is to take all reasonable precautions to avoid causing annoyance or inconvenience to the adjoining occupiers.

The Contractor shall take all reasonable precautions to fully protect and preserve all adjoining buildings, walls, fences, hedges, trees or structures etc., during the period of the work, survey, sampling or air testing. Any damage or deficiency resulting from the execution of the work shall be made good to the satisfaction of the owners, occupiers, tenants and to the approval of Saffron Housing Trust, at the Contractors expense. The Contractor shall give Saffron Housing Trust seven clear days’ notice in writing (whenever possible) before executing any work to, or affecting adjoining property.

1. **Funding**

Saffron will like to utilise funding where this is available. Where the installation of a BBA approved system may be able to attract ECO2 funding, for example, Saffron would be happy to be provided with any details funding that you can source. Being able to provide potential funding data upfront may attract beneficial scoring in your tender submission.

1. **Contract Dispute Resolution**

This will follow the procedure set down in the winning bidders JCT agreement

1. **Contract Exit Clauses**

Exit clauses will be written into the JCT agreement for any serious breach of the law, health & Safety or continued contract performance failings.

1. **Award**

By issuing this invitation Saffron Group is not bound in any way and does not have to accept the lowest, or any tender and reserves the right not to award any contract or to accept the whole or any specified part of the tender.

1. **Queries**

Any queries to this benchmarking submission should be raised via email to [tenderenquiries@saffronhousing.co.uk](mailto:tenderenquiries@saffronhousing.co.uk) To prevent distortion of competition, Saffron Housing Trust does not enter into negotiations prior to full submission and uses best endeavours to ensure that any queries raised and subsequent answers given during the tender process are shared with all participating parties.

1. **Returns**

Tender submissions shall be returned fully completed to Saffron Housing Trust. The adjudication process is usually completed within three weeks of receipt and the award will be made within 5 working days from the end of the evaluation. The tender will be evaluated on a ratio of 60/40 with 60% being based on price.

\*Returns that are not supplied in the prescribed format will be considered void\*

Saffron Housing Trust will advise all companies submitting of their results at this point and the contract will have an alcatel (standstill) period of 10 calendar days before proceeding.

The winning bidder will then be expected to sign a Measured Term JCT agreement. Also, if not already a member of Saffron’s approved contractors list, the winning bidder will be expected to apply to join. The winning of the tender will not guarantee a place on the approved contractors list if the winning bidder cannot supply all the required information.

Benchmarking submissions should be returned by the 15th May 2017. These can be sent through via email at [tenders@saffronhousing.co.uk](mailto:tenders@saffronhousing.co.uk) as digital copies or as hard copies in envelopes marked private & confidential to;

Financial Controller

Saffron Housing Trust

Helen House

Chequers Road

Tharston

Norwich

NR15 2WZ