

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:421845-2016:TEXT:EN:HTML>

**United Kingdom-Uxbridge: Repair and maintenance services of electrical and mechanical building installations  
2016/S 231-421845**

**Contract notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

**I.1) Name, addresses and contact point(s)**

LHC

Royal House, 2-4 Vine Street

For the attention of: Colin Scoines

UB8 1QE Uxbridge

United Kingdom

Telephone: +44 1895274800

E-mail: [colin.scoines@lhc.gov.uk](mailto:colin.scoines@lhc.gov.uk)

**Internet address(es):**

General address of the contracting authority: <http://lhc.gov.uk>

Address of the buyer profile: <http://lhc.gov.uk/24>

Electronic access to information: <https://lhc.gov.uk/Join-as-a-Supplier/supplier-opportunities/>

Electronic submission of tenders and requests to participate: <https://tenders.lhc.gov.uk/>

**Further information can be obtained from:** The above mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:** The above mentioned contact point(s)

**Tenders or requests to participate must be sent to:** The above mentioned contact point(s)

**I.2) Type of the contracting authority**

Body governed by public law

**I.3) Main activity**

Other: Public sector framework tendering organisation

**I.4) Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

**II.1) Description**

**II.1.1) Title attributed to the contract by the contracting authority:**

HS1 Heating Services (Wales).

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services

Service category No 1: Maintenance and repair services

Main site or location of works, place of delivery or of performance: Lot 14 — NUTS Code and Region, LN — North Wales, L11 -Isle of Anglesey, L12 — Gwynedd & L13 — Conwy and Denbighshire

Lot 15 — NUTS Code and Region, LM — Mid Wales, L14 — South West Wales & L16 — Gwent Valleys

Lot 16 — NUTS Code and Region LS — South Wales, L17 — Bridgend and Neath Port Talbot, L18 — Swansea, L24 — Powys, L23 — Flintshire and Wrexham, L21 — Monmouthshire and Newport & L22 — Cardiff and Vale of Glamorgan.

NUTS code UKL

**II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)**

The notice involves the establishment of a framework agreement

**II.1.4) Information on framework agreement**

Framework agreement with several operators

Number of participants to the framework agreement envisaged: 40

**Duration of the framework agreement**

Duration in months: 48

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

The framework will provide appointed companies with the opportunity to offer LA, HA, Educational establishment and other Public Sector bodies.

Workstream 1 — Third Party Auditors (Gas, Electrical and Heating Compliance)

Workstream 2 — Heating System, Service, Repairs & Installations.

**II.1.6) Common procurement vocabulary (CPV)**

50710000, 50720000, 45330000, 45350000, 39715000, 39715100, 42511110, 09323000, 42515000, 09331200, 71630000

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

**II.1.8) Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

**II.1.9) Information about variants**

**II.2) Quantity or scope of the contract**

**II.2.1) Total quantity or scope:**

Workstream 1 — Third Party Auditors- Independent Compliance Audits for Gas, Electrical and Heating installation. The provision of Gap analysis of the Landlords Policy, Gas & Electrical Awareness Training, Assessment of their Service providers LGSR, EIC & other certificates and reports, and monitoring work performed by their service providers and reporting those findings to LHC and the Client.

Workstream 2 — Heating System — Service, Repairs & Installations — The provision of various types of services contracts for public sector housing stock, this shall include fully comprehensive, 24/7 365 days planned and responsive heating system contracts. Undertaken by companies that offer 24/7 Call Centre facilities with IT database systems capable of holding detailed tenant information including addresses, occupier information, assets details, call and fault data, KPI information and Electronic Landlord Gas Safety Certificates and managing tenant phone calls and actively managing a client's LGSR compliance duties. Including full Management, Administration, Managing various service trade operatives and Supplying replacement parts, boilers, and complete heating systems.

Workstream 2- Includes the additional task for companies that can provide — Commercial Heating Services, this shall be optional (Non-Mandatory, this will be assessed by LHC for the quality and compliance and price but will not form part of the final scored evaluation).

If any task is to be undertaken by a sub-contractor (including a subsidiary company), this must be declared including if so, for what proportion of the contract.

II.2.2) **Information about options**

Options: no

II.2.3) **Information about renewals**

This contract is subject to renewal: no

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

**Information about lots**

Lot No: 1

Lot title: HS1 Heating Services (Wales)- Lot 14 North Wales

1) **Short description**

Workstream 1 — Third Party Auditors

Workstream 2 — Heating System — Service, Repairs & Installations

Lot 14 — NUTS Code and Region, LN — North Wales, L11 -Isle of Anglesey, L12 — Gwynedd & L13 — Conwy and Denbighshire.

2) **Common procurement vocabulary (CPV)**

50710000, 50720000, 45330000, 45350000, 39715000, 39715100, 42511110, 09323000, 42515000, 09331200, 71630000

3) **Quantity or scope**

LHC anticipate appointing within each Lot, a maximum of 4 Companies per Workstream.

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

The Evaluation of Tenderers shall include the demonstration of capability, to offer the services within the Lot (Case Study). Within each Lot, each Workstream is evaluated separately for quality, sustainability and price. Tenderers may not be successful in securing all Lots or disadvantaged when submitting an offer for a limited number of Lots.

Lot No: 2

Lot title: HS1 Heating Services (England) — Lot 15 Central Wales

1) **Short description**

Workstream 1 — Third Party Auditors

Workstream 2 — Heating System — Service, Repairs & Installations

Lot 15 — NUTS Code and Region, LM — Mid Wales, L14 — South West Wales & L16 — Gwent Valleys.

2) **Common procurement vocabulary (CPV)**

50710000, 50720000, 45330000, 45350000, 39715000, 39715100, 42511110, 09323000, 42515000, 09331200, 71630000

3) **Quantity or scope**

LHC anticipate appointing within each Lot, a maximum of 4 Companies per Workstream.

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

The Evaluation of Tenderers shall include the demonstration of capability, to offer the services within the Lot (Case Study). Within each Lot, each Workstream is evaluated separately for quality, sustainability and price. Tenderers may not be successful in securing all Lots or disadvantaged when submitting an offer for a limited number of Lots.

Lot No: 3

Lot title: HS1 Heating Services (England) — Lot 16 South Wales

- 1) **Short description**  
Workstream 1 — Third Party Auditors  
Workstream 2 — Heating System — Service, Repairs & Installations  
Lot 16 — NUTS Code and Region LS — South Wales, L17 — Bridgend and Neath Port Talbot, L18 — Swansea, L24 — Powys, L23 — Flintshire and Wrexham, L21 — Monmouthshire and Newport & L22 — Cardiff and Vale of Glamorgan.
- 2) **Common procurement vocabulary (CPV)**  
50710000, 50720000, 45330000, 45350000, 39715000, 39715100, 42511110, 09323000, 42515000, 09331200, 71630000
- 3) **Quantity or scope**  
LHC anticipate appointing within each Lot, a maximum of 4 Companies per Workstream.
- 4) **Indication about different date for duration of contract or starting/completion**
- 5) **Additional information about lots**  
The Evaluation of Tenderers shall include the demonstration of capability, to offer the services within the Lot (Case Study). Within each Lot, each Workstream is evaluated separately for quality, sustainability and price. Tenderers may not be successful in securing all Lots or disadvantaged when submitting an offer for a limited number of Lots.

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

- III.1) **Conditions relating to the contract**
  - III.1.1) **Deposits and guarantees required:**
  - III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**
  - III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**  
Where any form of Consortium or Grouping is proposed as the Tenderer, this must be clearly and fully shown at the time of the submission of the Tender and the relationship between participants clearly explained. All information should be given in respect of the proposed lead organisation. Relevant information should also be provided in respect of each and all of the Consortium or group members or Contractors who will play a significant role in the delivery of this Contract.
  - III.1.4) **Other particular conditions**
- III.2) **Conditions for participation**
  - III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**  
Information and formalities necessary for evaluating if the requirements are met: Companies are required to confirm that they are registered with Gasafe and NICEIC or NAPPIT or equivalent, with access to OFTEC, HETAS and MCS Certificate operatives.
  - III.2.2) **Economic and financial ability**  
Information and formalities necessary for evaluating if the requirements are met: LHC's minimum financial criteria for this framework is as follows:  
Turnover: Calculated at twice the estimated value of a single project, If a company turnover exceeds the value, then it passes this ratio: Workstream One — Third-Party Auditors 50 200 GBP and  
Workstream Two — Heating Service, Repair & Installations GBP 1 000 000  
Profitability: Calculated as profit after tax but before dividends and minority interests, If a company makes a profit, then its above this ratio: 1:1 Minimum level(s) of standards possibly required: (if applicable) Insurances

Employer's (Compulsory) Liability Insurance — 5 000 000 GBP

Public Liability Insurance — 5 000 000 GBP

Professional Indemnity Insurance — 5 000 000 GBP

Product Liability Insurance — 5 000 000 GBP.

### III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

Workstream 1 — Tenders shall disclose evidence of their Skills, Knowledge and, Experience to undertake Gap analysis of landlords Duties under the Health & Safety Act 1974, Gas & Electrical Safety Awareness training to clients and their tenants. Provide an independent review of the Landlord Installations to ensure that the Gas, Electrical and Heating installations are compliant with current standards regulatory standards and provide an independent review of the client's contractors.

Workstream 2 — Tenders shall be required to disclose evidence that they have the Skill, Knowledge, and Experience to operate a fully comprehensive, 24/7 365 days planned and responsive contracts.

To undertake this service Tenders shall be required to demonstrate they have the following. 24/7 Call Centre facilities with IT database systems capable of holding detailed tenant information including addresses, occupier information, assets details, call and fault data, KPI information and Electronic Landlord Gas Safety Certificates. Tenders shall demonstrate their technical ability to manage such contracts including Management, Administration, Managing a various service trade operatives and Supplying replacement parts, boilers and complete heating systems.

Minimum level(s) of standards possibly required:

Tenderers must have in place, Quality, Health & Safety, and Environmental. These shall be to recognized international ISO standards accredited to countries nominated independent third party certificate. In the UK this is UKAS, the foreign equivalent is accepted OR The bidder must meet the requirements specified in the tender documents (additional questions and evidence). Minimum level(s) of standards possibly required: BS EN ISO 9001 Quality assurance system BS OHSAS 18001 Health & Safety or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in the registered membership of the Safety Schemes in Procurement (SSIP) forum BS EN ISO 14001 Environmental Management or a valid EMAS certificate, Corporate Social Responsibility: Economic operators shall be required to demonstrate clear and transparent policies and practices.

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

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

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

#### III.3.2) **Staff responsible for the execution of the service**

## **Section IV: Procedure**

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

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

Open

#### IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

#### IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

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

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

The most economically advantageous tender in terms of the criteria stated below

1. Quality. Weighting 40

- 2. Price. Weighting 40
- 3. Sustainability. Weighting 20

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

IV.3) **Administrative information**

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

HS1 Heating Services

IV.3.2) **Previous publication(s) concerning the same contract**

**Prior information notice**

Notice number in the OJEU: [2016/S 146-264780](#) of 30.7.2016

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

Time limit for receipt of requests for documents or for accessing documents: 13.1.2017 - 13:00

Payable documents: no

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

27.1.2017 - 13:00

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**

English.

Other: None.

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

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

Date: 2.2.2017 - 13:00

Place:

LHC Office Uxbridge

**Section VI: Complementary information**

VI.1) **Information about recurrence**

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

VI.3) **Additional information**

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

LHC

UB81QE Uxbridge

United Kingdom

E-mail: [info@lhc.gov.uk](mailto:info@lhc.gov.uk)

Telephone: +44 1895274800

Internet address: <http://lhc.gov.uk>

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: Any appeal must be in writing by email to LHC Head of Technical. Details are provided in any notification letter

The final decision letter shall include the statutory 10 Day Standstill period.

Appeals relating to the award decision shall not be accepted after this date.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

LHC

UB81QE Uxbridge  
United Kingdom  
E-mail: [info@lhc.gov.uk](mailto:info@lhc.gov.uk)  
Telephone: +44 1895274800  
Internet address: <http://lhc.gov.uk>

VI.5) **Date of dispatch of this notice:**  
25.11.2016