

Two Councils
One Team



Part A Document **Information and Instructions**

You are invited to become a Vetted Contractor listed by Broadland District Council (here after referred to as the “Council”), on a potential Register of Vetted Contractors (here after referred to as the “Register”), who may be offered the opportunity to carry out only grant funded central heating and energy efficiency installations in domestic properties in Norfolk.

This document (Part A Document) sets out the Information and Instructions. The Service Profile and Specification of requirements can be found in the Part B and your Application Response is to be returned within Part C.

1 Overview of the Opportunity

The Council is working in partnership with all Norfolk Councils, to provide grant funding for first time central heating, boiler repairs and replacements (repairs and replacements are limited to owner occupiers only) and energy efficiency measures to eligible fuel poor Norfolk owner occupiers or privately renting residents.

At the minimum the anticipated number of works to be provided are:

- 110 gas boiler central heating system to private sector residents
- 235 oil boiler central heating system to private sector residents
- Replacement/repairs for approximately 100 gas/oil boilers

Contractors that are on the Council’s Vetted Register will be offered the opportunity to carry out individual schemes of work to provide central heating and energy efficiency measures such as, but not necessarily limited to:

- Loft Insulation
- Cavity wall insulation
- Room in Roof Insulation
- Gas/Oil boiler replacements and repairs
- First time gas/oil central heating systems

All works within the Warm Homes Fund scheme must be 100% grant or charity funded with no contributions from households. Landlords are required to make a minimum 25% contribution towards the total cost of the works, which will be paid directly to the Vetted Contractor.

The Council will not be contracting directly with any Vetted Contractor as they will be entering into individual contracts with the homeowner/landlord who requires the service.

Part B Service Profile and Specification Document details the anticipated works to be delivered throughout the County of Norfolk.

The Council cannot guarantee any specific level of work, quantity or volume, monetary value or the number of home requests for service that any Contractor on the Vetted Register may be offered.

The Council will endeavour to ensure that subject to their performance, all Vetted Contractors on the Register have a similar number of offers of work by offering each of them in turn the opportunity to quote for work.

If a Vetted Contractor declines an offer of work, it will then be offered to the next contractor on the Register whose turn it is to have an offer of Work.

Our Applicants will be applying for grants for work and where the Applicants are eligible and the estimated cost of works is likely to exceed the available grant funding, the work will be offered to the next Contractor on the list to provide a second quote to ensure best value. Where both quotes exceed grant, additional funding will be sourced if available and a best value approach will define Contractor commissioning.

2 Contractor Requirements

2.1 Insurance

As a minimum, Vetted Contractors shall be required to hold the following Insurance levels: -

£ 0.5 Million Professional Indemnity

£ 10 Million Public Liability

£ 10 Million Employers Liability

2.2 Registration

All Contractors delivering work as detailed in the Work Profile in Part B shall be appropriately registered with Gassafe/OFTEC. Contractors will be checked for compliance on the following websites:

www.oftec.org.uk

www.gassaferegister.co.uk

3 Duration of Register

The list of Vetted Contractors is anticipated to remain in place for the period of 26th June 2019 until 25th June 2023. Contractors may request that they are removed from the list by notifying the Council in writing. Any Contractors wishing to become a Vetted Contractor within this period will be required to meet all the criteria detailed in Part A.

4 Areas of Work

The work within the County is divided into geographical areas according to District/Borough Council Boundaries. Contractors are welcome to express an interest in working in one or any areas listed below:

Areas	Area by district council boundaries
1	Kings Lynn & West Norfolk and Breckland
2	Norwich
3	South Norfolk and Broadland
4	Great Yarmouth and North Norfolk

5 Assessment Criteria

The criteria for inclusion on the Vetted Register are based on a combination of price and quality to identify the most economically advantageous responses submitted. Contractors should therefore ensure that their response is competitively priced and details are completed for all sections in Part C.

Each section of the criteria will be assessed by Council officers or their representatives.

5.1 Schedule of Rates (to be completed in Part C)

The Schedule of Rates must be completed for either gas and/or oil boilers. If you do not complete a Schedule of Rates for either gas and/or oil your application response will be rejected. The Schedule of Rates is the total cost for the items to be priced.

Each Schedule of Rates will be totalled and used to calculate an average cost against which all the individual responses shall be assessed for their competitiveness.

Responses which are above or below 30% of the average cost will not be considered for inclusion on the register.

For example if the average cost of gas systems is £3,200 any application responses with a total cost greater than £4160 or less than £2,240 will be rejected.

The Council has the discretion to adjust the acceptable upper and lower percentage limit of the average cost to ensure an appropriate number of Vetted Contractors are on the Register to meet the works requirements or if significant market changes.

5.2 Capacity, Capability and Experience (to be completed in Part C)

Contractors need to provide comprehensive details of the following subject areas:

- a) Experience, capacity and capability for providing the work detailed in Part B
- b) Details of guarantees that will be provided to the Applicant for the work undertaken
- c) Details of the checks that will be made to ensure that any sub-contractors used are competent and appropriately experienced/qualified for the work to be undertaken
- d) Arrangements for disposing of waste to comply with waste legislation.

Your response will be assessed in accordance with the assessment criteria detail below:

Score Criteria	Points
Completely fails to meet the subject areas Response is significantly deficient, or no response made	0
Poor - Fails to meet the subject areas in some aspects. Limited information /inadequate/only partially addresses the subject area	10
Fair - Evidence to demonstrate capacity , capability and experience to meet the all the subject areas	20

Note: A minimum 20 points (Fair) must be scored for a response to continue in the process. The scoring mechanism above is based on all the subject areas consolidated, rather than each individual score criteria.

5.3 Customer Engagement and Customer Care (to be completed in Part C)

Contractors need to provide comprehensive details of the following subject areas:

- a) Details of how you engage with Applicants.
- b) Your approach to customer care.
- c) How Applicant complaints will be managed and resolved.
- d) How will you ensure you are meeting your Duty of Care responsibilities regarding the safeguarding of customers and the health and safety of employees and third parties?

Your response will be assessed in accordance with the assessment criteria detail below:

Score Criteria	Points
Completely fails to meet the subject areas Response is significantly deficient or no response made	0
Poor - Fails to meet the subject areas in some aspects. Limited information /inadequate/only partially addresses the subject areas	10
Fair evidence to demonstrate capacity, capability and experience to meet all the subject areas	20

Note: A minimum 20 points (Fair) must be scored for a response to continue in the process. The scoring mechanism above is based on all the subject areas consolidated, rather than each individual score criteria.

5.4 Examples of carrying out central heating and/or energy efficiency work (Comply/Fail section):

Contractors are required to provide details of two separate examples of work that they have undertaken in domestic properties. If the Contractor is unable to give two separate examples the Council will assess the submission as non-compliant.

5.5 Financial Viability (Part C (Comply/Fail section))

The financial information provided by applicants will be assessed taking into account the nature and potential value of the works. If the Contractor is unable to demonstrate that they have financial standing to deliver the works, then the Council will assess the applicants submission as Failed.

Applicants should provide details of their organisation's trading name and registered office including the registered number and either of the following items:

A statement of turnover, profit and loss, net assets and cash flow for the most recent trading year

OR

Alternative means of demonstrating financial status if trading for less than a year.

Failure to supply this information will lead to rejection of your response.

To support and protect the Council's interests, the Council reserves the right to use a third party credit checking agency to support and evidence the financial information requested in Part C.

Furthermore the Council reserves the right to ask for further financial information at any time during the period the Vetted Register is operating.

Failure to complete the table will result in your application being rejected as non-compliant.

All initial qualifying submissions will be numbered and then randomised to establish the order of the list of Vetted Contractors. Work will be offered to the first Contractor on the list and thereafter work will be offered on a rotational basis.

Any new Approved Contractor joining after the commencement date will be added to the bottom of the list of Vetted Contractors and offered the opportunity to quote for work on a rotational basis.