

Watford Borough Council and Three Rivers District Council Framework for the Delivery of Domestic Retrofit Projects and Related Services

About the Framework – what it is and who it is for:

The **Watford Borough Council and Three Rivers District Council Framework for the Delivery of Domestic Retrofit Projects and Related Services** is designed to assist Local Authorities and Registered Social Housing Providers across Hertfordshire and Buckinghamshire in procuring services for a wide range of domestic retrofit and energy efficiency projects efficiently, effectively, and economically.

This Framework is designed by Local Authorities, for Local Authorities, and includes the following distinct, but interconnected, services (“Lots”):

- **Lot 1: Managing Agent for Grant-Funded Domestic Retrofit Schemes**
- **Lot 2: Management of Energy Company Obligation (ECO) scheme**
- **Lot 3: Independent Energy Advice Service**

The Framework enables Local Authorities and Social Housing Providers in Hertfordshire and Buckinghamshire to contract for a comprehensive suite of services in one convenient UK Procurement Regulation compliant procurement exercise, with the flexibility to award contracts for one or multiple Lots, depending on their requirements.

The term of the Framework will be from 1st April 2023 running for a period of up to 4 years, until 31st March 2027. A call-off can be made prior to the end of the Framework Agreement that can run beyond the expiry date of the Framework Agreement.

Lot 1 is intended to help Local Authorities and Social Housing Providers deliver multi-measure grant-funded domestic retrofit programmes to private and social properties by procuring a comprehensive, professional, and cost-effective project management service for the day-to-day delivery of retrofit projects.

Managing agents procured under Lot 1 will be experienced in managing retrofit projects such as the Green Homes Grant (LAD) and Social Housing Decarbonisation Fund (SHDF) schemes, and will have an end-to-end delivery approach; from targeting, marketing and household recruitment to survey and installation, through to handover and post-installation support.

Appointed providers are capable of delivering a wide range of SAP-eligible energy efficiency measures, including external wall insulation, internal wall insulation, cavity wall insulation, underfloor insulation, loft insulation, ASHP, GSHP, Solar PV, Solar thermal, electric storage heaters, smart heating controls, draught-proofing and more.

Lot 1 has two pricing models. Lot 1 A is a percentage value of the scheme, whereas Lot 1 B used as an option for a few properties (or where no capital monies are managed) is priced based on the number of properties in the scheme.



Appointed Service Providers:

E.ON Energy Solutions, The National Energy Foundation, OVO Energy Solutions, Warmworks



Lot 2: supports Local Authorities in alleviating fuel poverty by ensuring the effective application and management of Energy Company Obligation (ECO) and ECO Flex funding.

The service providers will supply marketing, household recruitment, full case management and administration services for ECO and ECO Flex schemes in the Local Authority area and will manage an accredited contractor network to ensure the installation of appropriate, high-quality energy efficiency improvements in eligible homes.

Appointed Service Providers: **E.ON Energy Solutions, The National Energy Foundation (NEF).**



Lot 3: offers Local Authorities the ability to procure a dedicated energy advice service to support their residents in reducing home energy use and saving money on fuel bills with independent, impartial, and up-to-date advice.

Knowledgeable, qualified, and friendly advisors accessible via a free phone line (among other channels) will offer energy saving advice and support to residents and refer customers to relevant Council schemes and funding opportunities.

Appointed Service Providers: **The National Energy Foundation (NEF).**

Features and Benefits of the Framework:





- ✓ Designed by Local Authorities with experience of domestic retrofit projects; applying best practice from the lessons learned on past projects.
- ✓ Tailored to retrofit project requirements; incorporating relevant technical standards, terms, and contracts.
- ✓ Access to pre-qualified delivery partners allowing efficient project commencement.
- ✓ Flexible call-off processes; three Lots available covering all your domestic retrofit and energy efficiency needs.
- ✓ Affordable Framework use fees to ensure best value for money.
- ✓ Suitable for small, medium, and large retrofit schemes.
- ✓ Service providers that specialise in working with Local Authorities and Social Housing Providers across the region to deliver energy efficiency projects.
- ✓ Service providers appointed based on rigorously assessed sector and local experience, competence, capability, and value for money.
- ✓ Facilitates local delivery of domestic retrofit to enable attainment of outcomes including tackling fuel poverty, improving human health and wellbeing, and reducing domestic carbon emissions.
- ✓ Measurable social value clauses incorporated into the Framework, aligning the procurement with organisational priorities including social and environmental sustainability.
- ✓ Direct Award and Mini-Competition routes available.



How to Use the Framework:

1. This is a self-service framework to allow the Customer (limited to Local Authorities and Registered Social Housing Providers across Hertfordshire and Buckinghamshire) to procure services for a wide range of domestic retrofit and energy efficiency projects efficiently, effectively and economically.
2. Watford Borough Council and Three Rivers District Council will not operate any procurement on the Customer's behalf or contract/project manage the requirement. Self-service means that the Customer is fully responsible for the procurement and use of the framework.
3. The Customer can request the framework pack from the contact listed below. The Customer signs a confidentiality agreement where the documentation will not be shared with other organisations. The rates are also deemed confidential so cannot be shared between the Service Providers.
4. The Customer evaluates the suitability of Framework Lots for their project specific requirements. The Customer is free to undertake Market Engagement with the Service Providers to discuss their requirements and suitability as well as their capacity to perform the Customer's requirement.
5. The Customer decides if it would like to undertake a mini-competition or Direct Award from the Framework. The Customer is required to produce a specification and it is recommended that the Order Form is completed at this stage. The Customer can develop its own evaluation criteria in the event that a mini competition is used.
6. Client evaluates the response from the providers. A mini competition is evaluated against the Customer's Evaluation Criteria as stated.
7. In the event of an award, the Customer completes the order form, and this is signed and agreed by the Customer and the Service Provider. The programme to commence the requirements is agreed between both parties. Please provide a copy of the Order form to the Framework Manager.

The Contact Details for the Service Providers are provided below:

E.ON Energy Solutions	Ian Cartledge Business Development Manager M: +44 (0) 7890 051769 E ian.cartledge@eonenergy.com	
National Energy Foundation	Matt Neal Business Development Manager D: 01908 354548 M: 07917 015041 E: matt.neal@nef.org.uk	
OVO Energy Solutions	Gail Burton National Business Development Manager M: 07436 485382 E: gail.burton@ovoenergy.com	
Warmworks	Simon Kemp Managing Director – England & Wales Division T: 07734 074 401 E: simon.kemp@warmworks.co.uk	

FAQs:

What services does each Lot include?

Typical works packages and services for each Lot are stated within the specification document.

Do I need to run a mini competition?

No, you do not have to run a mini competition unless you want to.

The Framework allows clients the option of:

- Direct award

Framework users are able to appoint a service provider from any of the Lots via a direct call-off procedure to enable a simple, quick and compliant procurement route with pre-agreed terms and conditions (T&Cs).

- Mini competition

Framework users are able to run a mini-competition for their requirement under Lot 1 and Lot 2.

Can we vary the T&Cs?

Yes, it is usually acceptable to make minor variations to the framework T&Cs, but such amendments cannot be significant or substantial.

How much does it cost to use the Framework?

The framework is free to use. Watford Borough Council and Three Rivers District Council receives a modest rebate fee included as part of the overall published rates (or included within Mini-competition rates) to compensate for the time and resources entailed in preparing the Framework.

The cost of the service itself depends upon the size of the contract value and the scope of the required services. Signing up to the Framework will allow visibility of these rates from the Service Providers. These published rates are maximum rates. Framework users may wish to run a mini competition for their contract to tailor it to their own specific requirements and secure potential cost savings through competition between suppliers.

Is there a cost benefit to using the framework?

The purpose of the framework was to add value by providing a commercially competitive option for local authorities and housing associations. The councils wanted to offer a simple support solution to encourage retrofit work to the housing stock in and around our economic area. It offers a solution to shorten the procurement of these complex schemes.

Is the framework fully compliant with UK Procurement Regulations?

Yes, the requirement was published in Find a Tender ref 2022/S 000-028942 and Contracts Finder ref BIP728111282 on 14th October 2022.

What was the evaluation criteria used?

A two-stage tender process was used to appoint service providers on this Framework.

The first stage of the evaluation involved assessing the suitability of tenderers against mandatory grounds for exclusion. This included assessing provision of company details, financial standing and technical capacity, compliance with relevant legislation, insurance etc. on a pass/fail basis.

Tender submissions that passed Stage 1 were subsequently assessed to ascertain the most economically advantageous tender based on Quality (60%) and Price (40%) evaluation criteria as detailed in the document pack. Social Value Criteria was also assessed and awarded an additional 10% for Lots 1 and Lots 2.

For further information about the Framework, please contact:

Neil Walker

Senior Project Manager/ Environmental Health

Watford Borough Council

Town Hall, Watford, Hertfordshire WD17 3EX

Tel: 01923 278149

Email: neil.walker@watford.gov.uk

