

EXPRESSION OF INTEREST FOR:

Range of Improvement and Energy Efficiency Retrofit Measures to Private Domestic Homes

WHERE:

Greater London

WHEN:

Commencing March 2020 – on-going

FOR:

Happy Energy Solutions Ltd.

EXPRESSION OF INTEREST CLOSES AT:

Date: 11th March 2020

Time: 23:59

1. BACKGROUND

1.1. Introduction

Happy Energy Solutions Ltd. (HESL) are a company who offer energy efficiency grants to householders for the installation of retrofit measures that will make their home warmer, healthier and less costly to run.

These grants are provided from a range of sources including:

- Energy Companies who have a Government - Energy Company Obligation (ECO)
- Local Authorities who wish to use elements of their funding to make carbon savings, lower levels of fuel poverty, assist residents and improve housing stock (fabric and energy performance) in their boroughs
- Charities who have a remit to assist particular profiles of applicants or are active in the energy efficiency / carbon saving arena.

HESL also contracts for the installation of these energy efficiency measures with their network of sub-contractors across the South of England.

1.2. The Project

HESL having worked in the South East delivering energy efficiency measures since 2014 and latterly in London since 2018 working in partnership with a large energy company - HESL have recently being awarded a new retrofit delivery contract in London to provide a range of energy efficiency measures to around **2,000 households by 31st March 2021**. The objectives of this project are to reduce fuel poverty, reduce carbon emissions, reduce fuel bills and to generally provide improved environments for the households supported. This will also assist in the delivery of the ambition for London to be zero carbon by 2050 whilst helping to upskill retrofit businesses to install more carbon saving measures such as heat pumps and therefore increase capacity.

This objective of this Expression of Interest is to enhance the network of existing sub-contractors across the improvements measures to be installed which comprise:

BUILDING FABRIC MEASURES
Cavity wall insulation
Draught proofing
Flat roof insulation
Floor insulation
Loft insulation
Room in roof insulation
Solid wall insulation (internal and external)
Double glazing

HEATING MEASURES
Boiler replacements and repairs
Heating controls
Air and ground source heat pumps and enabling works for retrofitting heat pumps in the future
Electric heating improvements
Heating cylinder improvements and replacements
New central heating or repairs to existing systems
Air conditioning units

OTHER MEASURES
Smart technologies (for example meters, controls or monitoring devices)
Renewable technologies including solar PV and battery storage
Other measures that will improve comfort and internal air quality including efficient ventilation
Supporting works including scaffolding, groundworks, drilling (for ground source heat pumps)

This Expression of Interest is seeking responses from contractors who:

- have significant experience in the installation of one of more of these measures coupled with the relevant competent person scheme accreditation and associated guarantees
- are able to work across the whole of London or
- work across one or more of the 32 London boroughs or the City of London

1.3. Call for Expressions of Interest

Expressions of Interest (EOI) are invited from organisations wishing to provide a table of rates for the installation of the measures to be installed under the HEAT London Project.

This document invites Expressions of Interest (EOI) from suitably experienced, competent and skilled contractors.

The Principal will be HESL.

1.4. Other Project Work

Expressions of Interest (EOI) are also sought from organisations / individuals who wish to provide complementary project services including:

- Whole House Technical and Energy Performance Assessment
- On-going Maintenance and Servicing of Measures
- Emergency Call Outs
- General Property Repairs prior to installation of measures

1.5. The Expression of Interest Process

The EOI is the first stage of a two-stage process. The objective of the EOI process is to identify and pre-register organisations that are:

- interested in joining the HESL sub-contractor network
- installing indicated measures under the proposed Project and
- have suitable capacity, capability, experience and relevant competencies to deliver on time, to quality and to budget

Responses to the EOI will be evaluated by a panel comprising representatives from HESL who will evaluate EOI applications on the basis of the Evaluation Criteria set out in Section 3 of this request.

The Evaluation Panel will identify the applicants that it considers best satisfy the evaluation criteria and will recommend all of them to be pre-registered and submitted for further verification to work on the proposed Project.

The Principal will determine which of the applicants will be pre-registered.

Unless specifically stated in this Request for EOI, the Principal will not be liable for any costs incurred by applicants through participation in the EOI process.

1.6. Contact Person

Please refer all requests for information about this EOI process to the following Contact Person:

Name: Louise Johnson
 Email: louise.johnson@happyenergy.co.uk

1.7. Indicative Timetable

Expression of Interest (EOI) Released	27 th February 2020
Notification of Intention to Respond provided	Within 48 hours of receipt of EOI
Expressions of Interest close:	11 th March 2020
Evaluation completed:	20 th March 2020
Successful applicants notified and Pre-registered:	31 st March 2020
Further Verification:	16 th April 2020
Contracts awarded:	17 th April 2020
Work Commence:	20 th April 2020

2. FURTHER INFORMATION

2.1. Addenda to the Request for EOI

The Principal may issue an instruction amending the Request for EOI, as a result of an applicant's request for clarification or any other reason. Any such instruction will be issued in writing in the form of an Addendum, which becomes part of this Request for EOI. Written Addenda issued by the Principal are the only recognised explanations of, or amendments to, the Request for EOI documents.

Any applicant that did not obtain the Request for EOI documents directly from the Principal or through an eTendering system should advise the Contact Person before submitting an application, to ensure that they have received all Addenda and allowed for any changed requirements.

2.2. Briefing for Potential Applicants

A briefing session will be available as an on-line webinar for potential applicants to understand the process.

It is not mandatory for applicants to watch this webinar. The webinar will be available from Monday 2nd March 2020. The link will be provided for all applicants who confirm their Intention to Respond.

2.3. Disclaimer

The Principal is not committed contractually in any way to those applicants whose applications are accepted. The issue of this Request for EOI does not commit or otherwise oblige the Principal to proceed with any part or steps of the process.

Whilst the information contained in this Request for EOI has been formulated with all due care, the Principal does not warrant or represent that the information is free from errors or omissions. The information is made available on the understanding that the Principal and its respective employees and agents, shall have no liability (including liability by reason of negligence) for any loss, damage, cost or expense incurred or arising by reason of any person using or relying on the information and whether caused by reason of any error, omission or misrepresentation in the information or otherwise.

Furthermore, the Principal takes no responsibility for the accuracy, currency, reliability and correctness of any information included in this EOI.

3. EVALUATION CRITERIA

a. Mandatory Evaluation Criteria

Applicants are required to complete the Application Form, to be considered to be pre-registered for further verification, applicants must also demonstrate that they meet mandatory requirements in respect of the following evaluation criteria:

- Legal entity
- Financial capacity
- Work Health & Safety management
- Environmental management
- Quality management

The requirements for these mandatory criteria are set out below.

b. Legal Entity

An applicant must be a legal entity that is recognised and acceptable to the Principal. EOIs will not be considered from firms under any form of external administration.

Any applicant that is an unincorporated business such as a sole trader, partnership or business name must identify the legal entity that would enter into the proposed contract.

Pre-registration of an applicant will not extend to any associated or subsidiary entity owned or controlled by the applicant.

If an applicant is related to other potential participants in the EOI process, the applicant must provide sufficient information relating to the proposed probity arrangements to satisfy the Principal that any probity or competitiveness risks are eliminated. Depending upon the information provided, the applicant may be required to:

- provide clarification or further information;
- establish and comply with internal governance arrangements and procedures that address the Principal's concerns about probity and competitiveness; and
- provide certification of compliance with all such arrangements and procedures.

The relationships between organisations (including the existence of related entities and common directors) will be taken into account in determining the organisations to be pre-registered. The Principal may choose to pre-register only one of any related organisations.

Submit the information required by the Application Form to demonstrate compliance with this criterion.

c. Financial Capacity

An applicant must have appropriate financial capacity. Where the applicant is a subsidiary company and does not have sufficient financial capability in its own right, the Request for EOI may be submitted in the name of the holding and subsidiary companies jointly and severally, providing the holding company meets these financial requirements.

The main criteria considered in the financial assessment of applicants include:

- ability to work with the 30-day payment terms
- no adverse credit history – County Court Judgements etc.

Successful applicants may be requested to provide additional financial information and have a credit check undertaken for assessment at the further verification stage.

Submit the information required by the Application Form to demonstrate compliance with this criterion.

d. Work Health and Safety Management

An applicant must demonstrate the capacity to manage Work Health and Safety in accordance with general legislative requirements and specific competent person scheme requirements.

An applicant is required to provide evidence of how it has prepared and implemented site specific Work Health and Safety management plans and Risk Assessments on projects.

Submit the information required by the Application Form to demonstrate compliance with this criterion.

e. Environmental Management

An applicant must demonstrate the capacity to manage environmental matters in accordance with general legislative requirements and specific scheme requirements – waste regulations.

An applicant is required to provide evidence of how it has prepared and implemented site specific environmental management on projects.

Submit the information required by the Application Form to demonstrate compliance with this criterion.

f. Quality Management

An applicant must demonstrate the capacity to plan and manage systematically the quality of work in accordance with general legislative requirements and specific scheme requirements.

Applicants are required to provide evidence of how they have implemented the management of quality management in accordance with QMS Guidelines on projects.

Submit the information required by the Application Form to demonstrate compliance with this criterion.

3.2. Project Specific Evaluation Criteria

Applicants are required to respond to the following evaluation criteria by submitting the information required by the Application Form:

- applicant's experience and capability
- proposed personnel
- understanding of the project requirements
- ability to meet the project programme
- submitted rates for individual measures

The Evaluation Panel will score each criterion on the basis of information submitted.

The scores will be weighted to reflect the relative importance of each criterion to the project and the Principal. The list above does not reflect the order of importance or weighting of the criteria.

The criteria are described in more detail below.

a. Applicants Experience and Capability

This criterion relates to the applicant's:

- demonstrated successful recent experience in delivering measures of similar size, type, value and complexity;

- demonstrated achievement of satisfactory work quality within required timeframes;
- demonstrated performance in managing Work Health and Safety on construction sites;
- demonstrated environmental management performance; and

Verification of the applicant's successful experience and performance may be obtained from previous customer feedback and references.

To respond to this criterion, submit the information required by the Application Form.

b. Proposed Personnel

This criterion relates to the personnel proposed by the applicant to install the proposed project measures, including:

- the composition of the applicant's team;
- the size, structure and relevant competencies / qualifications of the proposed team;
- the proposed roles and extent of involvement of key personnel;
- the qualifications of key personnel and their demonstrated successful recent experience in carrying out similar work;
- the availability of key personnel, including the extent of their proposed involvement on-site; and
- the availability of equivalent replacement personnel, if required.
- Security - including DBS checks, ID cards, company specific uniform (provided) and vehicle sign writing (magnetic signs).

The Evaluation Panel will assess whether an adequate level of resources is offered and whether the application demonstrates that they have the competencies required by the contract to install satisfactorily the project measures. Companies of all sizes are encouraged to respond and therefore scoring will not penalise smaller organisations who may wish to apply.

To respond to this criterion, submit the information required by the Application Form.

c. Understanding the Project Requirements

This criterion relates to the applicant's understanding of the work and proposed approach to likely issues and includes:

- risk identification and risk management strategies;
- the proposed construction methodology;
- ability to work within a grant environment;
- ability to meet grant compliance requirements.

To respond to this criterion, submit the information required by the Application Form.

d. Ability to Meet the Programme

This criterion relates to the applicant's ability to meet the indicative project programme:

- proposed delivery program;
- the applicant's own anticipated commitments on other works;
- how will the applicant address, and resolve anticipated as well as unexpected resourcing issues or potential conflicts?

To respond to this criterion, submit the information required by the Application Form.

e. Submitted Rates for Individual Measures

This criterion relates to the applicant's ability to provide a set of rates that provide value for money for the Project, whilst being able to deliver a quality service with sufficient margin for the applicant to reinvest in their organisation:

- do the applicant's rates benchmark favourably?
- what do the rates include?
- are the rate's innovative in their approach?
- do the rate's offer something others do not?

To respond to this criterion, submit the information required by the Application Form.

4. SUBMISSION OF EOI APPLICATIONS

4.1. Documents to be Submitted

Intention to Respond confirmation, by email to subcontractors@happyenergy.co.uk, should be provided within 48 hours of receipt of this EOI.

Applicants must lodge, by the time and date stated on the cover of this Request for EOI, the **Application Form**, the **Measure Rate Card** and the **Capacity** documents with all of the information required:

- Applicant's Details
- Financial Information
- Management Systems including Work Health & Safety Management, Environmental Management and Quality Management
- Applicant's Experience and Capability
- Proposed Personnel
- Understanding of Project Requirements
- COMPLIANCE OF APPLICATION – confirmed (Application Form)
- Ability to meet the Programme (Capacity sheet)
- Submitted Rates for Individual Measures (Measure Rate Card)

The Evaluation Panel may decide to pass over any application that does not:

- include the information required by the Application Form; or
- does not include in the Measure Rate Card or
- does not include the Capacity document

All information must be current.

Do not submit general information such as brochures about the applicant.

4.2. Lodgement Methods

All applications must be lodged electronically using the online Application Form provided by the closing date and time of this EOI.

4.3. Late Applications

In accordance with the HESL *Code of Practice for Procurement*, late applications will not be accepted unless the lateness does not compromise the integrity and competitiveness of the EOI process. Any application that is not received in full by the closing time and date may be passed over.

4.4. Applicants to Inform Themselves

Applicants shall be deemed to have:

- examined the EOI and any other information made available by HESL to applicants for the purpose of responding to the EOI;
- examined all information relevant to the risks, contingencies, and other circumstances having an effect on their Request for EOI application and which is obtainable by the making of reasonable enquiries; and
- satisfied themselves as to the correctness and sufficiency of their Request for EOI applications and that their responses cover the Request for EOI conditions and all matters and things necessary for the due and proper performance and completion of the work described in the invitation documents.

Should an applicant find any discrepancy, error or omission in the Request for EOI the applicant shall notify the Contact Officer in writing on or before the closing date and closing time.

5. AFTER EOI APPLICATIONS CLOSE

5.1. Evaluation of Applications

The Evaluation Panel will evaluate each application in accordance with the evaluation criteria set out in Section 3 of this Request for EOI.

The evaluation will be based on information provided with the application. Any information required by the Request for EOI which is omitted, illegible or unintelligible may be treated as failing to fulfil the relevant requirement.

The Evaluation Panel may request some or all applicants to provide additional information to clarify aspects of their applications, either in writing or during post-EOI discussions. If a written response is requested, it must be provided within 48 hours after the request is received.

The Evaluation Panel may enquire to establish the past performance of applicants in respect of similar work.

All information submitted in the application or obtained subsequently by the Evaluation Panel will be treated as confidential.

5.2. Mandatory Evaluation Criteria

Legal Entity

A search may be undertaken to verify that an applicant is a bona-fide registered company or business.

Applicants may be required to provide evidence of the legal entity submitting the EOI by providing a copy of an official document such as:

- company registration and names of office bearers issued by Companies House; or
- a statement confirming the legal entity, signed by a practicing solicitor / accountant

Financial Capacity

To assist in confirming that an applicant has adequate financial capacity, the Evaluation Panel may:

- undertake a search on Creditsafe;
- request further information from the applicant;
- hold discussions with relevant personnel representing the applicant;
- hold discussions with referees, including clients of the applicant; and/or
- obtain a financial assessment from an independent financial assessor.

5.3. Project Specific Evaluation Criteria

Applications will be evaluated in terms of the project specific evaluation criteria listed in Section 3, using a weighted scoring process.

Any application that does not demonstrate that the applicant meets the minimum standard required by the Evaluation Panel for any one of the criteria may be eliminated from consideration.

The past performance of applicants will be assessed using

- information obtained from contact persons from previous clients / customers / projects.

5.4. Outcome of the EOI Process

The decision to pre-register an applicant for further verification, with or without conditions, is at the sole discretion of the Principal. The Principal will not be liable for any costs or damages incurred by applicants through exercising this discretion.

Applicants may be pre-registered even if their applications do not conform strictly to all requirements of the Request for EOI. Note that pre-registration does not constitute entering into a contract for the proposed work.

Applicants will be advised in writing whether they are to be pre-registered or were unsuccessful.

On request, the Contact Person will arrange a debriefing for any unsuccessful applicant. An unsuccessful applicant will not be provided with information specifically comparing its application with those of other applicants. No rating data will be provided.

5.5. Disclosure of Information

Details of the outcome of this EOI will be disclosed in accordance with the policy of the Principal.

5.6. Changes in Circumstances

Applicants must advise the Contact Person immediately in writing of any material change to the information contained in the Request for EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with the advice. For successful applicants, this requirement applies until a contract is awarded as a result of any subsequent verification process.

5.7. Publicity

Pre-registered applicants must not advertise or publish their pre-registration in any form without the prior written consent of the Principal, until they are formally contracted with.

5.8. Protection of Privacy

The applicant warrants that information provided in the application is accurate, up to date and complete, and that nominated individuals authorise its collection and are aware:

- that the information is being collected for the purpose of evaluating EOI applications and may be made available to the Principal and its agents for that purpose;
- of any consequences for the individual if the information (or any part of it) is not provided;
- if the supply of information by the individual is required by law or is voluntary; and
- of the existence of any right to access or correct the information.