

Question 4A.1 (Suitability) - the bidder is enrolled in the relevant professional or trade registers:

***CONTRACTOR 2** are enrolled in the relevant professional or Trade Registers within the UK, The company is registered under number - SC235142. **CONTRACTOR 2** hold the following memberships and accreditations within Gas Safe, NICEIC and SELECT. Please find all documentation relating to certifications within 'evidence folder - 1, Certificates.*

Question 4B.1.2 (Economic & Financial Standing) – the bidder should provide its average yearly turnover for the number of years specified in the relevant Contract. Notice: Bidders will require having an average yearly turnover of £750,000 GBP for the last 3 years. As evidence for the ESPD (Scotland) question 4B.1.2. Evidence must be provided by submitting your last 3 years accounts:

***CONTRACTOR 2** have the average yearly turnover of £25,875,000.33 GBP for the last three years. The precise reference of the documentation: Please find attached document "financial" within the evidence folder.*

Question 4B.5.1 (Economic & Financial Standing) – the Bidder confirms they already have or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated in the relevant Contract Notice:

- **Employer's (Compulsory) Liability Insurance 5,000,000 GBP**
- **Public Liability Insurance 5,000,000 GBP**
- **Professional Indemnity Insurance 1,000,000 GBP**

***CONTRACTOR 2** already hold and commit to obtain to the following insurances within this working contract. The precise reference of the documentation: Please find attached document "Insurances". This document contains evidence of Insurance Documents which **CONTRACTOR 2** adhere to.*

4C.1 For public works contracts only, please provide relevant examples of works carried out in the past five years as specified in the Contract Notice:

CONTRACTOR 2 have carried out similar types of work like this current contract over the last five years, please find below:

?? Contract

- **Amounts:** £2,000,000 P.A.
- **Dates:** 2015 – ending 2022
- **Customer/Client:** ??

Description:

KPIs- The target for KPIs is 95%, we have achieved 100% over the last 8 months (we have delivered more than 180 heating projects within this project).

This contract is delivered to vulnerable tenants throughout Scotland. **CONTRACTOR 2** are one of only a few companies which have offered the full package of works throughout. These consist of cavity wall insulation, loft insulation, boiler changes, full new systems radiators etc installed, oil boiler changes, LPG boiler changes, conversion of electric to gas, electric heating installation etc.

For full boiler and radiator installs we pride ourselves on a 1 day turnaround allowing the tenants to get their homes back to normal. When carrying these works out the tenant will be gated into 1 room to allow our engineers to carry out the works efficiently, or sometimes the tenant will leave us for the day. All our engineers on this contract have clean disclosures.

We are then responsible for servicing and call outs in the first year of install and are tasked with same day or night call outs. These tenants do this by calling the number we have placed onto the boiler. 99% of our call outs are usually false alarms by the tenant not being able to operate the new boiler system controls, but we still have to make sure we respond.

We also offer the first-year free servicing this is carried out 11-12 months after install.

The engineers we have been working on the government programme for the last 20 years and have a wealth of experience dealing with tenants on a daily basis.

Please, find attached a reference letter from Warmworks and the contract within the folder “Supporting Documentation / 7. References”.

For further references please, contact:

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Installation of Full Heating Systems for various Housing Associations Contract

- **Amounts:** £50,000
- **Dates:** 13/02/2017-Present
- **Customer/Client:** Another Gas

Description:

Upgrading Housing Association properties for vulnerable tenants through British Gas and PH Jones, as part of the Energy Efficiency Programme through Scotland. **CONTRACTOR 2** have upgraded multiple properties' systems with excellent results.

These works are carried out by **CONTRACTOR 2's** directly employed gas engineers, in an occupied housing environment as the Main Contractor of the project.

The scope of work of this contract is as follows:

- Surveying and auditing properties under the programme.
- Replacement of heaters.
- Replacement of gas boilers.
- Piping works.
- Servicing of the new system.
- Commissioning of the new system.

For references please, contact:

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Energy Efficient Contractors

- **Amounts:** £200,000
- **Dates:** 2017-2019
- **Customer/Client:** ???

Description:

2-year framework contract for the supply, installation and commissioning of electric and gas heating systems.

This contract is delivered to vulnerable tenants throughout Scotland.

These works are carried out by **CONTRACTOR 2's** directly employed gas engineers, in an occupied housing environment as the Main Contractor of the project.

For full boiler and radiator installs we pride ourselves on a 1 day turnaround allowing the tenants to get their homes back to normal. When carrying these works out the tenant will be gated into 1 room to allow our engineers to carry out the works efficiently, or sometimes the tenant will leave us for the day. All our engineers on this contract have clean disclosures.

We are then responsible for servicing and call outs in the first year of install and are tasked with same day or night call outs. These tenants do this by calling the number we have placed onto the boiler. 99% of our call outs are usually false alarms by the tenant not being able to operate the new boiler system controls, but we still have to make sure we respond.

For references please, contact:

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Question 4C.2 (Technical & Professional Ability) - Please provide details of the technicians or technical bodies the bidder can call upon, especially those responsible for quality control in relation to this procurement exercise: Bidders will be required to provide details of their workforce, skills, qualifications and experience and their procedures for ensuring quality control together with any external organisations that the company uses to measure QC. Please provide sample certificates of Training of the workforce.

In relation to **CONTRACTOR 2's** wide range of technical and professional ability, please find attached the precise documentation, within 'Evidence Folder – 1, Staff CV's & Organogram', where the below information can be found:

1. CV's for management, operational and design staff detailing education and relevant experience in their roles.
2. Training matrix detailing the training and competency of our staff.
3. **CONTRACTOR 2** staff experience detailing specific experience for the individuals who will be involved in the delivery of the works.
4. Quality Policy.

Questions 4C.4 - Please provide a statement of the relevant supply chain management and/or tracking systems used: Bidders will be required to provide details of their effective IT system and demonstrate that you have an IT system capable of end to end processes with Key HA IT system your business order generation, stock management, management of your supply chain and handheld technology to ensure Real-time flow of works orders, MI and invoicing.

Supply chain management is vitally important to the company to ensure that not only are we procuring at best cost, but also for other considerations such as specification compliance, sustainability measures and quality assurances.

New vendors and subcontractors must undertake relevant pre-qualification, which will be signed off by relevant parties prior to being accepted as an approved supplier. The below documentation can be accessed within 'Supporting Documentation, Supply Chain Management'.

- New Supplier Request
- Subcontractor Approval Questionnaire

In terms of tracking systems and confirmation of specification compliance, we confirm that stores are tracked using barcoding systems which are fed into our finance system to track stock levels and identify when levels need replenished. We also have robust systems for validation purchased product and checking the quality of the items upon receipt to the warehouse. The below documentation can be accessed within 'Supporting Documentation, Supply Chain Management'.

- Control of Non-Conforming Material
- Stores and Material Control
- Verification of purchased product

GAS SERVICE AND REPAIR CONTRACT

ESPD Response Questions

Question 4C.6.1 (Technical & Professional Ability) - The following educational and professional qualifications are held by the service provider or the contractor itself:

Bidders will be required to provide details of their admin, support, supervisory & managerial staff professional qualifications, experience and suitability for management & control of the work being carried out. Outline the roles and responsibilities within the contract. As a minimum it will be expected that the contract supervisor/manager has SSSTS or equivalent experience in the sector. Please provide sample certificates of Training & Professional Qualifications of admin, support, supervisory & managerial staff.

*All **CONTRACTOR 2** managerial staff have the relevant educational and professional qualifications appropriate to the proposed works Please see attached "Supporting Documentation – Staff CV's & Organogram". All the staff certificates are enclosed in the folder mentioned in this response.*

Question 4C.7 (Technical & Professional Ability) - Please provide details of the environmental management measures which the bidder will be able to use when performing the contract: Bidders will be required to provide details of their environmental management measures in connection with recycling and systems to be used within the contract. Provide details of any targets and actual recycling capabilities. A good response will provide specific examples.

CONTRACTOR 2 follow environmental management processes when carrying out contracts of work. Please, find attached the documents within the folder “ESPD Supporting documents – Environmental Management” These documents cover our internal procedure for Environmental management as well as our policy statement in accordance with international standard ISO 14001.

Question 4C.9 (Technical & Professional Ability) - Please provide details of relevant tools, plant or technical equipment available to you in relation to this procurement exercise:

Bidders are required to demonstrate that they have (or have access to) the relevant tools, PPE, plant, equipment, van, welfare & technical equipment to deliver the contract. Provide details of tools and equipment; any PPE supplied; any plant you think will be required; van and welfare facilities for operatives and back office technical support & equipment to facilitate the completion of the contract.

CONTRACTOR 2 have access to a large number of relevant tools, plant and other technical equipment, which are beneficial when carrying out this scope of work. Please see attached "1. Supporting Documentation – 6. Other - 4C.9 Facilities department tools"

In the event to be required access to more plant, tools or technical equipment than we have, they will be purchased or hire. Currently we maintain very good relationship with suppliers on this field with very short delivery times.

Question 4C.10 (Technical & Professional Ability) - Please provide details of the proportion (i.e. percentage) of the contract that you intend to sub-contract: For contractors using sub-contractors, list all activities which you are proposing to sub contract and the firms you have selected to sub contract to. Provide details of how you have selected each sub-contractor their capability, how you will manage the sub contracts and the form of sub contract you will use.

For this contract, **CONTRACTOR 2** confirms that it is not our intention to subcontract any proportion of the works.

If workloads were to be increased During certain times of increased workloads it may be required to subcontract elements of the works.

This will include –

Please find attached the following documentation detailing how the company controls the subcontractors it accepts onto its sites:

Management of Subcontractors Procedure – CONTRACTOR 2 Groups guide as to how each subcontractor within the company shall be managed from pre-construction through to post construction

Safety Audit Subcontractor – CONTRACTOR 2 Groups operations teams must complete safety audits on subcontractors to ensure compliance in accordance with our excellence standards.

Subcontractor approval questionnaire – This document details how subcontractors are approved within the company. This goes through various stages of sign off to ensure that 100% compliance is achieved across all required departments to ensure that only competent contractors are accepted onto our sites.

The above documentation can be found within ‘The Supporting Documentation – Subcontractor Management folder’.

Question 4D.1 (Quality Assurance Schemes & Environmental Management Standards) -

Will the bidder be able to produce certificates drawn up by independent bodies: Quality Management Procedures: The bidder MUST HOLD a UKAS (or non UKAS equivalent) accredited independent third party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or the bidder must have a relevant and signed Quality Policy.

CONTRACTOR 2 operations group comply in accordance of ISO 9001 policy. Both Policy statement and certificate can be found within Supporting Documentation – Accreditations Document’.

Question 4D.2 (Quality Assurance Schemes & Environmental

Management Standards)- Will the bidder be able to produce certificates drawn up by independent bodies: Environmental Management Procedures: The bidder MUST HOLD a UKAS (or non UKAS equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 14001 (or equivalent) or the bidder must have a relevant and signed Environmental Policy.

CONTRACTOR 2 operations group comply in accordance of ISO 14001 policy. Both Policy statement and certificate can be found within Supporting Documentation – Accreditations Document’.