

## Scotland Excel

**To: Executive Sub Committee**

**On: 28 September 2018**

**Report  
by  
Director Scotland Excel**

**Tender: Domestic Gas Boiler Maintenance**

**Schedule: 22/17**

**Period: 22 October 2018 to 13 September 2020 (with an extension up to two years until 13 September 2022).**

### **1. Introduction and Background**

This recommendation is for the award of the first national collaborative framework for domestic gas boiler maintenance.

This framework will provide councils and associate members with a mechanism to procure a contractor to carry out annual servicing, maintenance and ad hoc repairs of gas boilers across their housing stock.

The framework should encourage efficiencies by having one contractor conduct the servicing, maintenance and repairs for an annual cost per unit. This will incentivise contractors to pro-actively maintain boilers during the annual service, keeping reactive maintenance requirements to a minimum, reducing disruption to tenants and creating a positive impact on the environment.

Councils own 215,000 properties across Scotland. Scotland Excel also has 22 housing associations as associate members. These housing associations manage a further 91,000 properties. Typically, a council/ housing association appoints a single contractor to manage their gas boiler maintenance and repair requirements over a multi-year period.

While councils and housing associations will be able to award services directly from this framework, it is anticipated that most contracts will be awarded via mini competitions.

Health and safety requirements, maintenance planning, progress reporting and the customer journey, which includes engaging with elderly and vulnerable householders, are all critical elements of this framework.

Registered Social Landlords must provide reports to the Housing Regulator and a vital part of this is ensuring that boilers are serviced on time and certification is

recorded. Purchasers also require access to a system that keeps them up to date with specific job information so that they can respond to tenant queries.

With a contract like domestic gas boiler maintenance where compliance is a vital element it is imperative that suppliers provide a consistent, high level of service as failure could result in the Housing Regulator issuing penalties to the housing provider.

This new framework will support councils in delivering against Scotland's National Outcomes. Through this framework, councils will ensure gas boilers are efficient and working economically, reducing fuel emissions and increasing energy efficiency within the housing sector.

## **2. Scope, Participation and Spend**

The core service of the framework will be providing an annual gas boiler safety check, including carbon monoxide detector check and breakdown service.

In addition, a void service will be provided where a heating system may be drained and the gas supply capped until a new tenancy agreement is in place.

In addition to these core services, the framework will also support the provision of several supplementary services such as:

- Diagnostics and repairs to electrical equipment providing power up to the boiler
- Diagnostics, repairs and replacements to boiler controls
- Installation of parts or, when deemed beyond economic repair, installation of entire heating systems
- Servicing, repairs or replacements to fire alarm systems
- Building and maintaining of property asset lists
- Servicing and maintenance of other domestic heating appliances
- Storage and refitting of boilers in void properties.
- Servicing and maintenance of commercial gas boilers
- Servicing and maintenance of boilers powered by other fuels

As detailed in Appendix 1, eight councils have confirmed use of the framework with an additional two considering their options, a further six associate members have confirmed their intention to participate on this framework either from the framework start date or when existing agreements come to an end.

The remaining councils are unlikely to access this first national framework for a variety of reasons, including:

- the council has no housing stock;
- the service falls within a broader facilities management agreement;
- the service is provided by an in-house workforce; or
- the council's domestic boilers are powered using an alternative fuel to gas.

To meet the requirements of contracting councils, Scotland Excel has developed this framework to incorporate two sets of standard industry terms and conditions. To award contracts, participating bodies can select the New Engineering Contract 4 (NEC4) Term Service Contract or the Scottish Building Contract Committee (SBCC) Measured Term Contract.

The level of spend is anticipated to be in the region of £10 million per annum, increasing as current contractual arrangements expire and they migrate to the framework.

### **3. Procurement Process**

During the development of the procurement strategy, in addition to member councils, Scotland Excel consulted with a range of key stakeholders. Following publication of a Prior Information Notice (PIN), 16 supplier meetings were held, which resulted in the sharing of valuable information in relation to market trends, innovation and cost drivers. This also provided an opportunity to consult with suppliers on their views of a national collaborative framework.

A User Intelligence Group (UIG) consisting of procurement and technical representatives from the participating councils was established to support the development of the procurement strategy and specification.

Due to the labour-intensive nature of the services, technical panel representatives agreed that the framework should be a single lot with 37 geographical sub lots. This strategy was designed to simultaneously encourage Small to Medium Enterprises (SMEs) to submit offers and to ensure suppliers bid only for those areas they had realistic capacity to deliver high quality services.

The UIG endorsed the use of the open procedure. To be eligible for award, suppliers were required to pass the minimum standards of bidder selection. The minimum standards were assessed using the European Single Procurement Document (ESPD) and included questions on insurance, financial standing, quality management, health and safety and environmental management.

Offers were evaluated against the following criteria and weightings:

- Technical 40%
- Commercial 60%

Within the technical section, suppliers were required to evidence their knowledge and experience by responding to a series of scored questions, covering the following areas:

**Table 1: Available Points**

Area	Question	Maximum points available
Commercial 60%		
Technical 40%	Service Response	14.5
	Reporting	11.4
	Customer Interface	7.5
	Mobilisation	3.5
	Community Benefits	2
	Workforce Matters (Inc. living wage)	1

Within the commercial section, suppliers were invited to submit offers for one, all or any number of the 37-geographical locations. Suppliers were invited to offer rates for the core service, void service and supplementary services for each geographical location they tendered. Some pricing assumed a standard term service of three years. In such cases, a percentage discount was sought as an option for councils prepared to commit to a term service of four years; conversely percentage uplifts were offered as options for councils only agreeing to service terms of one or two years.

#### 4. Report on Offers Received

In total, 37 organisations accessed the tender documents, with 12 offers received before the closing date.

One supplier failed to submit a commercial response, as such this bid was non-compliant, they were advised that they would not be considered further. Two suppliers submitted pricing which on initial assessment were considered to be abnormally low. Both suppliers were asked to clarify the submitted pricing in line with regulation 69 of the Public Contracts Regulations 2015, which requires a contracting authority to investigate such concerns. One of the suppliers offered a reasonable explanation which satisfied the requirements of the legislation. The other supplier could not provide a satisfactory reason for the abnormally low pricing. A meeting was held with the supplier to discuss the scope of the framework which resulted in the supplier deciding to withdraw their submission for 26 of the lots, they requested their submission for the remaining 11 be evaluated. Following regulation 69 Scotland Excel believed that the pricing submitted for eight of the remaining 11 lots was abnormally low. The supplier was given further opportunity to explain the prices for these eight lots in line with the legislation, but could not, therefore they have been discounted from the evaluation. The remaining aspects of their offer were evaluated in accordance with the established criteria.

Based on the criteria and scoring methodology set out in the tender document, a full evaluation of the 11 compliant offers set out in Appendix 2 was conducted and details of the overall scores are set out in Appendix 3.

## 5. Recommendations

Based on the evaluation undertaken and to secure best value, capacity and coverage, it is recommended that a multi supplier framework is awarded to 9 suppliers across the 37 geographical areas as outlined in Appendix 3.

These 9 recommended suppliers offer nationwide coverage under the framework with eight of the suppliers being SME's.

## 6. Benefits

### **Benchmarking**

Scotland Excel sought current rates from councils and housing associations as a comparative benchmark for measuring the competitiveness of the tendered rates. Further benchmarking will be carried out on an individual basis for those who wish to join the framework throughout its lifetime.

The benchmarking exercise projects an average saving of 5.8% for councils, equating to a total council saving of approximately £617k per annum. The benchmarking exercise projects a saving of 9.5% for housing associations, equating to a total annual saving for housing associations of approximately £163k per annum.

Additional average savings of 2% of spend are available for framework users that award a four-year term service contract.

### **Price Stability**

Framework pricing is fixed for the first two years of the framework. Thereafter, in accordance with the terms of the framework, any price increases will require to be supported with documentary evidence and will be validated against changes in market pricing, tracked in accordance with Scotland Excel's indexation model.

### **Sustainable Procurement Benefits**

#### ***Environmental Initiatives***

Suppliers were asked to show how they will minimise the environmental impact of their services and work towards the achievement of Scotland's National Outcomes, such as:

- We value and enjoy our built and natural environment and protect it and enhance it for future generations.
- We reduce the local and global environmental impact of our consumption and production.
- We live in well-designed, sustainable places, where we are able to access the amenities and services we need.

The following is an overview of some of the environmental commitments from the recommended suppliers, which will be monitored as Key Performance Indicators throughout the lifetime of the framework:

- Six suppliers will implement and maintain policies to ensure that vehicles meet high environmental standards at the time of procuring them.
- Three suppliers will provide staff with fuel efficient driver training – both practical and theory.
- Three suppliers will utilise a fully auditable telematic solution for their vehicle fleet for monitoring CO2 emissions, idle time and vehicle trip data.

### ***Community Benefits***

All recommended suppliers have agreed to deliver a specified level of community benefit 'points' within each council area. These points will be commensurate with the level of spend achieved in that council area. This approach will give councils the opportunity to agree with suppliers the specific benefits that will best support their local area. Examples of the type of benefits that could be delivered include:

- Employment opportunities;
- Apprenticeships, work experience and training;
- Sponsorship of local community projects.

Suppliers will meet with Scotland Excel annually to identify what spend thresholds have been met and agree the specific community benefits to be delivered with the relevant council representatives. Suppliers have agreed to report ongoing delivery of community benefits to Scotland Excel on a six-monthly basis.

### ***Workforce Matters***

Suppliers were asked to confirm their approach to workforce matters and the payment of the Scottish Living Wage to their workforce. All nine recommended suppliers pay their employees (except volunteers, apprentices and interns) the Scottish Living Wage, with eight of these living wage accredited.

Suppliers also detailed their fair working practices including how they will support staff development, flexible working policies and employee training.

Scotland Excel will work with all awarded suppliers during the lifetime of the framework to ensure commitments are met.

## **7. Contract Mobilisation and Management**

Both awarded suppliers and participating members will be issued with a mobilisation pack containing information relating to the operation of the framework, roles and responsibilities, management information requirements and community benefits commitments.

In accordance with Scotland Excel's established Contract and Supplier Management (CSM) programme, this framework is classified as level two. This classification will be reviewed on a bi-annual basis.

As such, on a quarterly basis Scotland Excel will collect, analyse and review management information submitted by suppliers. Scotland Excel will also regularly monitor and report on framework KPIs, including the provision of environmental initiatives, community benefits and workforce matters. At least annually, Scotland Excel will meet with the framework suppliers and the UIG to review the framework operation and discuss potential development opportunities.

## **8. Summary**

This framework aims to maximise collaboration and deliver best value to Scotland Excel members and associate members who are procuring essential gas boiler maintenance services. It is anticipated that a range of sustainable benefits will be delivered in relation to environmental initiatives, community benefits and fair work practices.

The Executive Sub Committee is requested to approve the recommendations to award this framework agreement as detailed in Appendix 3.

## Appendix 1 – Participation and Spend Summary

\* Denotes further discussion with council prior to current contract end.

Domestic Gas Boiler Maintenance Framework 22-17							
Member Name	Participation in Contract	Participation Entry Date	Estimated Annual Spend (£)	Source of Spend Data	% Estimated Forecast Savings	Estimated Annual Savings (£)	Basis of Savings Calculation
Aberdeen City Council	Yes	01 March 2020	£2,199,000	Spikes Cavell	5.8%	£127,542	Average Saving
Aberdeenshire Council	No						
Angus Council	No						
Argyll & Bute Council	No						
City of Edinburgh Council	No						
Clackmannanshire Council	No						
Comhairle nan Eilean Siar	No						
Dumfries & Galloway Council	No						
Dundee City Council	No						
East Ayrshire Council	No						
East Dunbartonshire Council	No						
East Lothian Council*	No						
East Renfrewshire Council	Yes	01 November 2018	£296,300	Spikes Cavell	5.8%	£17,185	Average Saving
Falkirk Council*	No						
Fife Council	No						
Glasgow City Council	No						
Highland Council	No						
Inverclyde Council	No						
Midlothian Council	Yes	01 March 2022	£670,800	Spikes Cavell	5.8%	£38,906	Average Saving
North Ayrshire Council	Yes	01 April 2019	£1,296,600	Spikes Cavell	5.8%	£75,203	Average Saving
North Lanarkshire Council	Yes	01 January 2021	£3,635,200	Spikes Cavell	5.8%	£210,842	Average Saving
Orkney Islands Council	No						
Perth & Kinross Council	Yes	01 October 2018	£739,200	Member Provided	8.5%	£62,832	Benchmarked Current Contract
Renfrewshire Council	No						
Scottish Borders Council	No						
Shetland Islands Council	No						
South Ayrshire Council	Yes	Contract Start	£800,000	Spikes Cavell	5.8%	£46,400	Average Saving
South Lanarkshire Council	No						
Stirling Council	No						
Moray Council	No						
West Dunbartonshire Council	Yes	Contract Start	£1,200,000	Member Provided	3.2%	£38,400	Benchmarked Current Contract
West Lothian Council	No						
<b>Totals</b>			<b>£10,837,100</b>		<b>5.7%</b>	<b>£617,310</b>	



Domestic Gas Boiler Maintenance Framework 22-17

Associate Member Name	Participation in Contract	Participation Entry Date	Estimated Annual Spend (£)	Source of Spend Data	% Estimated Forecast	Estimated Annual	Basis of Savings Calculation
Bield Group	Yes	Contract Start	£430,600	Member Provided	2.4%	£10,334	Benchmarked Current Contract
Dumfries & Galloway Housing Partnership	Yes	Contract Start	£1,014,100	Member Provided	9.5%	£96,340	Average Saving
Clydebank Housing Association	Yes	Contract Start	£112,600	Member Provided	9.5%	£10,697	Average Saving
Ferguslie Park Housing Association	Yes	Contract Start	£79,200	Member Provided	16.7%	£13,226	Benchmarked Current Contract
Trust Housing Association	Yes	01 April 2020	£257,800	Member Provided	9.5%	£24,491	Average Saving
Hanover Housing Association	Yes	01 July 2019	£80,000	Member Provided	9.5%	£7,600	Average Saving
<b>Totals</b>			<b>£1,974,300</b>		<b>8.2%</b>	<b>£162,688</b>	

## Appendix 2 – List of Tenderers

<b>Organisation</b>	<b>Based</b>	<b>SME status</b>
BAM Facilities Management Limited	Kelvin House, Stepps, Glasgow, G33 6FB	Medium
British Gas Social Housing Limited trading as PH Jones	Maidenhead Road, Windsor, SL4 5GB	Large
City Building (Contracts) LLP	350 Darnick Street, Glasgow, G21 4BA	Medium
City Technical Services (UK) Limited	16 Clydesmill Place, Glasgow, G32 8RF	Medium
Everwarm Ltd	3-5 Melville Street Melville Street, Edinburgh, EH3 7PE	Large
Gas Call Services Ltd	2 Queenslie Court, Summerlee St, G33 4DB	Medium
IQA Operations Group Limited	101 Abercorn Street, Paisley, Renfrewshire, PA3 4AT	Medium
James Frew Limited	83 New Street, Stevenston, KA20 3HD	Small
O'Neil Gas Services Limited	55 Green Street, Ayr, KA8 8BQ	Small
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	58 Howard Street, North Shields, Tyne & Wear, NE30 1AL	Large
Saltire Facilities Management Limited	10 James Street, Bellshill, ML4 3LU	Medium
WRB Gas (Contracts) Ltd	40 N Ellen St, Dundee, DD3 7DH	Medium

### Appendix 3 – Scoring and Recommendations -

Lot 1 - Aberdeen City Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
Gas Call Services Limited	76.8	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	76.8	Y
Everwarm Limited	75.2	N
British Gas Social Housing Limited trading as PH Jones	67.5	N

Lot 3 - Angus Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	78.2	Y
Gas Call Services Limited	76.8	N
Saltire Facilities Management Limited	76.8	N
Everwarm Limited	76.4	N
British Gas Social Housing Limited trading as PH Jones	75.4	N

Lot 5 - City of Edinburgh		
Supplier	Final Score	Recommended for award
WRB Gas (Contracts) Limited	82.6	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	80.4	Y
Saltire Facilities Management Limited	80.2	Y
James Frew Limited	78.8	Y
Gas Call Services Limited	76.8	N
Everwarm Limited	76.5	N
British Gas Social Housing Limited trading as PH Jones	74.1	N
City Technical Services (UK) Limited	74.1	N

Lot 7 - Comhairle nan Eilean		
Supplier	Final Score	Recommended for Award
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	82.7	Y
IQA Operations Group Limited	61.6	N

Lot 2 - Aberdeenshire Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
Gas Call Services Limited	76.8	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	76.7	Y
Everwarm Limited	75.2	N
British Gas Social Housing Limited trading as PH Jones	67.5	N

Lot 4 - Argyll & Bute		
Supplier	Final Score	Recommended for Award
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	82.7	Y

Lot 6 - Clackmannanshire Council		
Supplier	Final Score	Recommended for Award
Gas Call Services Limited	81.8	Y
WRB Gas (Contracts) Limited	60.0	Y
Saltire Facilities Management Limited	58.1	N
James Frew Limited	58.1	N
City Technical Services (UK) Limited	56.0	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	54.4	N
Everwarm Limited	53.5	N
British Gas Social Housing Limited trading as PH Jones	52.6	N

Lot 8 - Dumfries & Galloway		
Supplier	Final Score	Recommended for Award
Saltire Facilities Management Limited	83.6	Y
James Frew Limited	83.5	Y
Gas Call Services Limited	81.5	Y
British Gas Social Housing Limited trading as PH Jones	79.8	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	78.3	N
City Technical Services (UK) Limited	73.1	N

Lot 9 - Dundee City Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	80.4	Y
Saltire Facilities Management Limited	77.9	N
Gas Call Services Limited	76.8	N
Everwarm Limited	75.3	N
British Gas Social Housing Limited trading as PH Jones	74.1	N
City Technical Services (UK) Limited	74.1	N

Lot 10 - East Ayrshire Council		
Supplier	Final Score	Recommended for Award
O'Neil Gas Services Limited	81.8	Y
City Building (Contracts) LLP	76.7	Y
Saltire Facilities Management Limited	73.0	N
James Frew Limited	73.0	N
City Technical Services (UK) Limited	70.5	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	69.0	N
Gas Call Services Limited	68.8	N
British Gas Social Housing Limited trading as PH Jones	64.9	N
Everwarm Limited	63.7	N

Lot 11 - East Dunbartonshire Council		
Supplier	Final Score	Recommended for Award
City Building (Contracts) LLP	84.0	Y
James Frew Limited	77.1	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	69.1	N
Saltire Facilities Management Limited	68.8	N
Gas Call Services Limited	68.7	N
City Technical Services (UK) Limited	68.3	N
Everwarm Limited	67.2	N
British Gas Social Housing Limited trading as PH Jones	62.3	N

Lot 12 - East Lothian Council		
Supplier	Final Score	Recommended for Award
James Frew Limited	83.5	Y
Saltire Facilities Management Limited	83.3	Y
Gas Call Services Limited	78.7	Y
City Technical Services (UK) Limited	76.3	N
Everwarm Limited	75.7	N
British Gas Social Housing Limited trading as PH Jones	73.6	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	73.2	N

Lot 13 - East Renfrewshire Council		
Supplier	Final Score	Recommended for Award
City Building (Contracts) LLP	84.0	Y
James Frew Limited	77.1	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	69.5	N
Saltire Facilities Management Limited	68.8	N
Gas Call Services Limited	68.7	N
City Technical Services (UK) Limited	68.3	N
Everwarm Limited	66.3	N
British Gas Social Housing Limited trading as PH Jones	62.3	N

Lot 14 - Falkirk Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
Saltire Facilities Management Limited	80.0	Y
James Frew Limited	78.8	Y
City Technical Services (UK) Limited	78.2	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	77.1	N
Gas Call Services Limited	76.8	N
British Gas Social Housing Limited trading as PH Jones	75.4	N
Everwarm Limited	75.3	N

Lot 15 - Fife Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
James Frew Limited	78.8	Y
Saltire Facilities Management Limited	77.9	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	77.1	Y
Gas Call Services Limited	76.8	Y
British Gas Social Housing Limited trading as PH Jones	74.1	N
Everwarm Limited	73.3	N

Lot 16 - Glasgow City Council		
Supplier	Final Score	Recommended for Award
City Building (Contracts) LLP	84.0	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	82.0	Y
Saltire Facilities Management Limited	81.2	Y
James Frew Limited	80.3	Y
City Technical Services (UK) Limited	79.7	Y
Gas Call Services Limited	78.4	N
Everwarm Limited	78.0	N
British Gas Social Housing Limited trading as PH Jones	75.4	N

Lot 17 - Highland Council		
Supplier	Final Score	Recommended for Award
Gas Call Services Limited	81.8	Y
Everwarm Limited	78.6	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	76.4	N

Lot 19 - Midlothian Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
James Frew Limited	79.0	Y
Saltire Facilities Management Limited	78.9	Y
Gas Call Services Limited	74.5	N
City Technical Services (UK) Limited	72.4	N
Everwarm Limited	71.8	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	70.7	N
British Gas Social Housing Limited trading as PH Jones	69.9	N

Lot 21 - North Ayrshire Council		
Supplier	Final Score	Recommended for Award
O'Neil Gas Services Limited	81.8	Y
City Building (Contracts) LLP	77.1	Y
Saltire Facilities Management Limited	75.7	Y
James Frew Limited	73.8	N
City Technical Services (UK) Limited	72.6	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	72.1	N
Gas Call Services Limited	71.9	N
British Gas Social Housing Limited trading as PH Jones	70.8	N
Everwarm Limited	70.5	N

Lot 23 - Orkney Islands Council		
Supplier	Final Score	Recommended for Award
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	82.7	Y
IQA Operations Group Limited	61.6	N

Lot 18 - Inverclyde Council		
Supplier	Final Score	Recommended for Award
City Building (Contracts) LLP	84.0	Y
Saltire Facilities Management Limited	82.4	Y
James Frew Limited	80.3	N
City Technical Services (UK) Limited	79.7	N
Gas Call Services Limited	78.4	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	78.1	N
Everwarm Limited	78.0	N
British Gas Social Housing Limited trading as PH Jones	76.9	N

Lot 20 - Moray Council		
Supplier	Final Score	Recommended for Award
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	82.7	Y
Everwarm Limited	78.3	Y

Lot 22 - North Lanarkshire Council		
Supplier	Final Score	Recommended for Award
City Building (Contracts) LLP	84.0	Y
Saltire Facilities Management Limited	82.4	Y
James Frew Limited	80.3	Y
City Technical Services (UK) Limited	79.7	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	78.5	N
Gas Call Services Limited	78.4	N
British Gas Social Housing Limited trading as PH Jones	76.9	N
Everwarm Limited	74.7	N

Lot 24 - Perth & Kinross Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	77.9	Y
Saltire Facilities Management Limited	76.3	Y
Gas Call Services Limited	74.5	N
Everwarm Limited	71.8	N
British Gas Social Housing Limited trading as PH Jones	69.9	N

Lot 25 - Renfrewshire Council		
Supplier	Final Score	Recommended for Award
City Building (Contracts) LLP	84.0	Y
James Frew Limited	77.1	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	69.5	N
Saltire Facilities Management Limited	68.8	N
Gas Call Services Limited	68.7	N
City Technical Services (UK) Limited	68.3	N
Everwarm Limited	66.3	N
British Gas Social Housing Limited trading as PH Jones	62.3	N

Lot 27 - Shetland Islands		
Supplier	Final Score	Recommended for Award
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	82.7	Y

Lot 29 - South Lanarkshire Council		
Supplier	Final Score	Recommended for Award
City Building (Contracts) LLP	84.0	Y
Saltire Facilities Management Limited	82.4	Y
James Frew Limited	80.3	N
City Technical Services (UK) Limited	79.7	N
Gas Call Services Limited	78.4	N
Everwarm Limited	76.7	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	76.0	N
British Gas Social Housing Limited trading as PH Jones	75.4	N

Lot 31 - West Dunbartonshire Council		
Supplier	Final Score	Recommended for Award
City Building (Contracts) LLP	84.0	Y
Saltire Facilities Management Limited	81.8	Y
James Frew Limited	80.3	Y
City Technical Services (UK) Limited	79.7	Y
Gas Call Services Limited	78.4	N
Everwarm Limited	77.9	N
British Gas Social Housing Limited trading as PH Jones	76.9	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	76.1	N

Lot 26 - Scottish Borders Council		
Supplier	Final Score	Recommended for Award
Saltire Facilities Management Limited	82.1	Y
Gas Call Services Limited	81.8	Y
British Gas Social Housing Limited trading as PH Jones	80.6	N
Everwarm Limited	78.6	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	75.9	N

Lot 28 - South Ayrshire Council		
Supplier	Final Score	Recommended for Award
O'Neil Gas Services Limited	81.8	Y
City Building (Contracts) LLP	76.7	Y
Saltire Facilities Management Limited	73.0	N
James Frew Limited	73.0	N
City Technical Services (UK) Limited	70.5	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	69.2	N
Gas Call Services Limited	68.8	N
Everwarm Limited	66.5	N
British Gas Social Housing Limited trading as PH Jones	64.9	N

Lot 30 - Stirling Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
James Frew Limited	79.0	Y
Saltire Facilities Management Limited	76.3	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	74.7	N
Gas Call Services Limited	74.5	N
City Technical Services (UK) Limited	72.4	N
Everwarm Limited	71.8	N
British Gas Social Housing Limited trading as PH Jones	69.9	N

Lot 32 - West Lothian Council		
Supplier	Final Score	Recommended for Award
WRB Gas (Contracts) Limited	82.6	Y
Saltire Facilities Management Limited	80.8	Y
James Frew Limited	78.8	N
Gas Call Services Limited	76.8	N
Everwarm Limited	76.5	N
British Gas Social Housing Limited trading as PH Jones	75.4	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	73.6	N
City Technical Services (UK) Limited	73.4	N

Lot 33 - Regional Area 1		
Supplier	Final Score	Recommended for Award
Saltire Facilities Management Limited	52.9	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	49.7	N
Gas Call Services Limited	49.5	N
Everwarm Limited	49.2	N
British Gas Social Housing Limited trading as PH Jones	49.1	N
City Technical Services (UK) Limited	49.0	N

Lot 35 - Regional Area 3		
Supplier	Final Score	Recommended for Award
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	54.2	Y
Gas Call Services Limited	53.9	Y
Everwarm Limited	52.5	N
British Gas Social Housing Limited trading as PH Jones	49.4	N

Lot 37 - Regional Area 5		
Supplier	Final Score	Recommended for Award
Saltire Facilities Management Limited	56.4	Y
City Technical Services (UK) Limited	55.6	Y
Richard Irvin & Sons Limited, trading as Richard Irvin Energy Solutions	53.9	N
Gas Call Services Limited	53.8	N
Everwarm Limited	52.6	N

Lot 34 - Regional Area 2		
Supplier	Final Score	Recommended for Award
Saltire Facilities Management Limited	52.9	Y
City Technical Services (UK) Limited	51.4	N
Gas Call Services Limited	49.5	N
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	49.4	N
Everwarm Limited	49.2	N
British Gas Social Housing Limited trading as PH Jones	49.1	N

Lot 36 - Regional Area 4		
Supplier	Final Score	Recommended for Award
Richard Irvin & Sons Limited, trading as Richard Irvin Energy	75.4	Y
IQA Operations Group Limited	71.3	N

**Regional Area 1** (Angus, Dundee, Clacks, Fife, East Lothian, West Lothian, Midlothian, Edinburgh, Scottish Borders, Perth & Kinross, Falkirk)

**Regional Area 2** (Glasgow, South Ayrshire, Stirling, South Lanarkshire, North Lanarkshire, Inverclyde, East Renfrewshire, Renfrewshire, East Ayrshire, North Ayrshire, Dumfries & Galloway, West Dunbartonshire, East Dunbartonshire, Argyll & Bute)

**Regional Area 3** (Aberdeen, Aberdeenshire and Moray)

**Regional Area 4** (The Highlands, Comhairle nan Eilean Siar, Orkney, The Shetland Islands)

**Regional Area 5** (Bield Housing). Angus, Argyll & Bute, City of Edinburgh, Dundee City, East Ayrshire, East Dunbartonshire, East Lothian, East Renfrewshire, Falkirk, Fife, Glasgow, Inverclyde, Midlothian, North Ayrshire, North Lanarkshire, Perth and Kinross, Renfrewshire, Scottish Borders, South Ayrshire, South Lanarkshire, Stirling, West Dunbartonshire, West Lothian