

# **Call for Registrations of Interest**

Registered Suppliers for the provision of home assessment, heating, insulation and ventilation services for Healthier Homes Canterbury.

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**Contents**

- This opportunity in a nutshell ..... 3**
- SECTION 1: Key information ..... 5**
  - Context ..... 5
  - How to contact us ..... 5
  - Developing and submitting your Registration ..... 6
  - Address for submitting your Response Form ..... 6
  - Our ROI Process, Terms and Conditions ..... 6
- SECTION 2: Our Requirements ..... 7**
  - 2.1 Background..... 7
  - 2.2 What we are buying and why ..... 9
  - 2.3 What we require: Overview ..... 11
  - 2.4 What we require: Supplier attributes and methodology ..... 12
  - 2.5 Contract term ..... 15
  - 2.6 Key outcomes ..... 15
  - 2.7 Other information ..... 15
- SECTION 3: Our Evaluation Approach..... 19**
  - 3.1 Evaluation model..... 19
  - 3.2 Pre-conditions ..... 19
  - 3.3 Evaluation criteria..... 20
  - 3.4 Scoring..... 20
  - 3.5 Evaluation process and due diligence ..... 21
- 4 Pricing information ..... 22**
  - Pricing information to be provided by respondents..... 22

## This opportunity in a nutshell

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This Registration of Interest (ROI) invites Respondents to submit a proposal for the provision of any or all of the requirements for Environment Canterbury's Healthier Homes Canterbury scheme including home assessment services and the supply and installation of heating, insulation and ventilation products.

### **A bit about us and what we are doing**

Environment Canterbury developed the Healthier Homes Canterbury scheme to facilitate homeowners in Canterbury making their homes warmer, drier and healthier. Healthier Homes Canterbury was launched in September 2018 and provides ratepayers with the opportunity to have heating, insulation and ventilation installed and to pay the cost off via their rates over nine years as a voluntary targeted rate. Healthier Homes Canterbury is a ten-year programme included in Environment Canterbury's latest Long Term Plan (**LTP**).

Environment Canterbury strongly recommends that homeowners have a qualified Home Performance Advisor (**HPA**) undertake an assessment of their home before they commit to the purchase of various measures, as is currently provided by Christchurch City Council's Build Back Smarter service which is scheduled to end when Healthier Homes Canterbury begins.

### **What we need**

Environment Canterbury is seeking to add to its pool of registered suppliers who can provide HPA assessments, supply and installation of heat pumps, clean air approved wood burners and ultra-low emission burners, flued gas fires and pellet fires, home insulation, ventilation fans heat transfer systems and fireplace removal (when part of a clean heating package) for homeowners in Canterbury. **Attached** to this ROI is an ROI response form (**ROI Response**) which must be completed for your business to be considered as a supplier under the Healthier Homes Canterbury scheme.

When completing the ROI Response Form, Respondents do not necessarily need to provide the full range of services or be able to provide services across the whole of Canterbury. Respondents should describe what work they are capable of doing and in what regions. Having robust quality assurance and administrative processes is important and respondents will need to demonstrate that they can meet the requirements in these areas.

### **What we don't want**

The supply and installation of any heating or insulation products that are not on Environment Canterbury's list of authorised solid fuel burners or not on EECA's list of accepted heating and insulation products (see [product range](#) section). Whole of home ventilation systems are also outside the scope of this scheme.

Lists of products and pricing are not required with ROI responses. It will be sufficient to confirm that any heating and insulation products installed will be on the above-mentioned lists. Registered suppliers will then quote for the relevant measures to individual participating homeowners.

### **What's important to us**

Environment Canterbury is looking for suppliers who have a good track record in home heating and/or insulation, a robust way of managing their work, understand

their customers, have sufficient capacity and capability to do the work within the given timeframes, and can offer a good range of products for Healthier Homes Canterbury participants to choose from.

Respondents must have a documented health and safety management system that has been externally audited against a recognised national or international standard and considered to be acceptable based on that audit.

Successful Respondents are required to enter into a service provider agreement with Environment Canterbury in the form included at Appendix 3 of this ROI (**Proposed Contract**). Before submitting a ROI Response, please ensure that you have reviewed the Proposed Contract and seek legal advice as necessary. For present purposes, you are directed to paragraphs 6, 9, 11 and 12 of the Proposed Contract which sets out the obligations of suppliers under the Healthier Homes Canterbury scheme.

**Why should you bid?**

This is a scheme that will make a difference to homeowners and residents in the wider Canterbury community. Each retrofit will result in warmer, drier, healthier homes and will contribute to improved health and well-being in Canterbury and support Environment Canterbury's objectives for better air quality in Canterbury. Healthier Homes Canterbury is a ten-year programme.

## SECTION 1: Key information

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### Context

- a. This is an invitation to suitably qualified suppliers to submit a Response Form which contractually will constitute an offer to supply home assessment and/or insulation and/or heating and/or ventilation services for the Healthier Homes Canterbury scheme in accordance with the terms of the Proposed Contract.
- b. This ROI is a single-step procurement process.
- c. Words and phrases that have a special meaning are shown using capitals e.g. Respondent, which means *'a person, organisation, business or other entity that submits a Registration in response to the ROI. The term Respondent includes its officers, employees, contractors, consultants, agents and representatives. The term Respondent differs from a supplier, which is any other business in the market place that does not submit a Registration'*. Definitions are at the end of Appendix 1.

### How to contact us

- a. All enquiries must be directed to our Point of Contact. We will manage all external communications through this Point of Contact.
- b. **Our Point of Contact**  
All correspondence will be via [healthierhomes@ecan.govt.nz](mailto:healthierhomes@ecan.govt.nz)

## Developing and submitting your Registration

- a. This is an open, competitive selection process. The ROI sets out the step-by-step process and conditions that apply.
- b. Take time to read and understand the ROI. In particular:
  - i. develop a strong understanding of our Requirements detailed in Section 2.
  - ii. in structuring your Response consider how it will be evaluated. Section 3 describes our Evaluation Approach.
- c. For helpful hints on tendering and access to a supplier resource centre go to: [www.procurement.govt.nz](http://www.procurement.govt.nz) / for suppliers.
- d. If anything is unclear, please use our Point of Contact.
- e. In submitting your Registration please complete all sections in the Response Checklist provided in the Response Form in Appendix 2.

## Address for submitting your Response Form

- a. Responses must be submitted electronically to the following address:  
[healthierhomes@ecan.govt.nz](mailto:healthierhomes@ecan.govt.nz)
- b. Responses sent by post or fax, or hard copy delivered to our office, will not be accepted.

## Our ROI Process, Terms and Conditions

- a. **Offer Validity Period:** In submitting an ROI Response the Respondent agrees that their offer to supply the relevant services in accordance with the terms of the Proposed Contract will remain open for acceptance by Environment Canterbury for three calendar months from the date the ROI application was received by Environment Canterbury.
- b. The ROI is subject to the ROI Process, Terms and Conditions (shortened to ROI-Terms) described in Appendix 1.

We have not made any variation to the ROI-Terms.

## SECTION 2: Our Requirements

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### 2.1 Background

- a. This procurement relates to the provision of home assessments and the supply and installation of heating, insulation and ventilation products for Environment Canterbury's new Healthier Homes Canterbury scheme.
- b. Healthier Homes Canterbury has the aim of helping Canterbury ratepayers achieve warmer, healthier, drier homes. It will enable ratepayers who meet the scheme's criteria to add the cost of home heating, insulation and/or ventilation products and installation to their rates bills.
- c. The total amount available per ratepayer is up to \$6,000 (including GST). The full amount is to be paid back via rates bills over nine years and includes an interest payment that covers all finance and overhead costs associated with the scheme.
- d. The scheme has a minimum advance amount of \$500.
- e. There are few limits to eligibility for Healthier Homes Canterbury. Eligibility criteria are as follows:
  - The property must be in Canterbury refer: **Error! Reference source not found.**
  - The ratepayer must be up to date with their rates payments and must have for a good history of making rates payment over the last 3 years (there is the ability for first time buyers to apply, but the assessment of such applications is at the discretion of Environment Canterbury).
  - There is only one application allowed per homeowner.

The process details for the Homeowners can be found on the [Healthier Homes Canterbury programme website](#).

- f. Participants will be encouraged to consider all their options for funding the required measures and not just rely on Healthier Homes Canterbury. This could include grants and subsidies available from various organisations as well as other financing options such as mortgage top-ups. It is expected that registered suppliers will liaise with homeowners to identify what options may be available. The supplier must, at the time the quote is issued, confirm whether the homeowner is eligible for a partial government subsidy under EECA's Warmer Kiwi Homes programme.
- g. Where a homeowner requires measures from two different registered suppliers e.g. insulation from one supplier and heating from another then we expect the two suppliers to communicate with each other and the homeowner to make this process efficient, convenient for the homeowner and for each installation to occur within a relatively short time frame of each other.
- h. Where a homeowner requires measures that exceed the maximum advance amount of \$6000 (GST inclusive) then the relevant supplier(s) will need to work with the homeowner to find ways to fund the excess amount.
- i. Environment Canterbury strongly recommends that all participating homeowners have a Home Performance Assessment carried out on their homes by a Level 2 qualified Home Performance Advisor. The response form to this ROI provides space

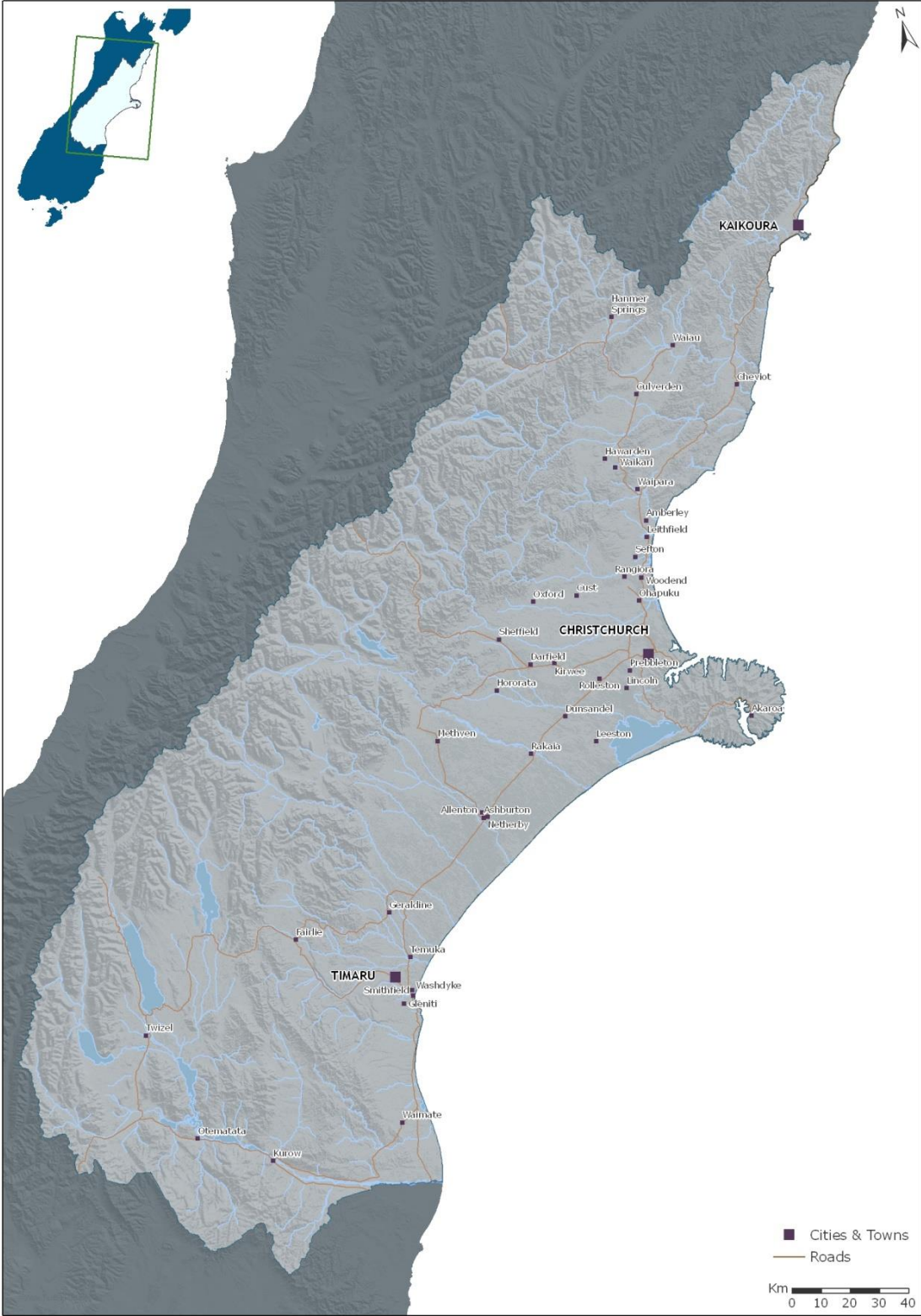
for Respondents with HPA qualified staff to propose the basis of their costs for carrying out these assessments for participating homeowners.

- j. Homeowners will then be able to seek quotes from registered suppliers for the supply and installation of the various accepted measures to be installed through this scheme.
- k. Healthier Homes Canterbury was launched on 3 September 2018 and is intended to be in operation until 30 June 2028. The total budget of \$20m in advances is expected to provide funding for approximately 4500 participating homes over that period.
- l. Healthier Homes Canterbury will be available to all homes in the Canterbury region. This includes households of all income levels and owner-occupied properties and rental properties.
- m. The scheme is limited to one application per person so, for example, a ratepayer owning their own home as well as a rental property would need to choose one property to participate with.

A [map of the Canterbury](#) region is shown below.



Figure 1 – Canterbury Map



## 2.2 What we are buying and why

- a. This ROI is issued by Environment Canterbury and responses are sought from suitably qualified and experienced organisations for the provision of assessment

services and the supply and installation of a range of accepted heating, insulation and ventilation products.

- b. Successful Respondents will become contracted suppliers to Environment Canterbury for the Healthier Homes Canterbury scheme.  
This ROI outlines the services required, the assessment criteria for selecting suppliers and the information required from Respondents.
- c. Successful Respondents will already have a track record in one or more of the following:
  - Carrying out energy efficiency assessments of homes looking at features such as insulation, heating, lighting, glazing and ventilation.
  - Supply and installation of home heating appliances and heat transfer systems.
  - Supply and installation of home insulation.
  - Supply and installation of home extraction fans.
  - Decommissioning/removal of existing solid fuel burners and fireplaces.
- d. Specific products and services that can be included within Healthier Homes Canterbury, and are sought through this ROI process, include:
  - Heating: including heat pumps, wood burners, flued gas heaters and pellet fires. All solid fuel burners must be on Environment Canterbury's list of authorised burners and be legally able to be installed in a participant's home. All heat pumps and flued gas fires must be on EECA's list of accepted products.
  - Insulation: including ceiling, underfloor, draught stopping and moisture barrier where required. All insulation products must be on EECA's list of accepted products and installed in accordance with NZS4246:2016.
  - Ventilation: including kitchen and bathroom extractor fans.
  - Heat transfer systems.
  - Solid fuel burner building consent fees (if the consent application is handled by the supplier).
  - Removal of existing solid fuel burner.
  - An assessment of the home carried out by a qualified Level 2 HPA (Home Performance Advisor). While a home assessment is optional, it is being strongly recommended as the foundation for obtaining quotes for the required measures. Shorter forms of assessment, and alternative assessment formats based on the principles of the HPA assessment will also be acceptable.
- e. The key outcomes that we want to achieve are to improve the health, comfort and wellbeing of Canterbury residents through the specification, supply and installation of a range of quality heating, insulation, ventilation and related products.

## 2.3 What we require: Overview

- a. Environment Canterbury is seeking to add to its pool of suppliers who can carry out HPA assessments and supply and install the various heating, insulation and ventilation products required to a high degree of quality.
- b. Products should be specified and sized correctly to match the requirements of the home and installed to the relevant best practice and legal requirements.
- c. Suppliers are required to supply and install these measures into properties in the Canterbury region. The quality control processes that a supplier must follow for each installation is rigorous and it is essential that Respondents have robust administrative systems in place.
- d. Suppliers will be obliged to:
  - Demonstrate excellent liaison and customer service with homeowners in Canterbury during the home assessment and/or installation of the required measures.
  - Have suitably trained and qualified employees for the various required roles.
  - Have the capacity to meet the requirements of the scheme.
  - Work and communicate effectively with Environment Canterbury, homeowners and auditors.
  - Have a genuine commitment to improving the quality and performance of housing stock in Canterbury.
  - Comply in all respects with relevant manufacturers' standards and requirements as well as all current legal requirements and professional codes of practice.
  - Hold a minimum of \$2,000,000 Public Liability and Professional Indemnity insurance as set out in clause 12 of the Proposed Contract.
  - Make solid fuel burner Building Consent applications on behalf of home owners where relevant and required.
  - Assume all liability (to the exclusion of Environment Canterbury) for any damage to the homeowner's property i.e. compensate the homeowner in respect of defects or damage, as a result of the removal of non-compliant appliances and supply and installation of a new heating appliance.
  - Invoice Environment Canterbury.
  - Liaise with auditors from Environment Canterbury and/or EECA.

- e. Environment Canterbury will be obliged to:
  - Execute the Proposed Contract with successful Respondents as counterparties.
  - Arrange for auditing of heating and insulation installations.
  - Promote the Healthier Homes Canterbury scheme to homeowners.

## **2.4 What we require: Supplier attributes and methodology**

We are seeking suppliers that are able to demonstrate the following attributes. It is important that Respondents use the ROI Response Form provided at Appendix 2 to outline their credentials under each of the headings.

### **2.4.1 Track Record/Relevant Experience**

- a. Respondents shall submit information that demonstrates their ability to complete projects to target performance levels on schedule and within budget.
- b. The Respondent should have recent relevant experience in carrying out works of a similar nature to that required in this scheme and which would indicate their suitability for this Project. Where a Respondent's experience has not been directly relevant it is necessary to establish how previous work will be relevant to this contract. Where subcontractors are proposed to be engaged, a statement of the relevant subcontractor's experience shall also be supplied.
- c. Experience relates to the Respondent and individuals within the Respondent's organisation. In the case of newly formed firms or consortia, consideration may be given to the relevant experience held by the named personnel who are proffered for this scheme.
- d. Respondents shall provide details of their last two relevant projects and, covering as far as possible, the range of activities included in this ROI.

### **2.4.2 Methodology**

A comprehensive methodology is required. Each Respondent should address, but not be limited to, each of the following points:

- a. Management and staffing structure for this scheme.
- b. Demonstration of an understanding of requirements.
- c. Ensuring quality of installation (quality assurance).
- d. How you will ensure the health and safety of your staff and the participating homeowners, including relevant summary details of your externally audited health and safety management system that would be applied to this contract.
- e. Programming and tracking - include a proposed timeline for heating/insulation installation from receiving a home assessment request from Environment Canterbury through to the Post Installation Audit.
- f. Supervision.

- g. Detail how you would engage with other registered suppliers and the homeowner in cases where two suppliers need to provide measures for a particular home in a co-ordinated manner.
- h. Reporting/invoicing systems to meet Environment Canterbury's requirements and EECA's requirements, where relevant.
- i. How you ensure that your staff and/or subcontractors provide excellent customer service.
- j. How you intend to engage with the homeowners and tenants to ensure that they understand the service you will provide.
- k. How you will deal with, manage and resolve any homeowner complaints, issues and disputes and/or corrective audit measures.
- l. How you will manage sub-contractor relationships, if relevant.

### **2.4.3 Relevant skills**

- a. Demonstrated technical, management and interpersonal skills of the key personnel to be employed on the scheme are required. The technical and/or management experience, relevant training and qualifications of staff should be noted. In addition, note the communication and customer service skills of the staff.
- b. All key personnel and any others whose skills the Respondent wishes to have recognised under this attribute heading are to be covered in the Respondent's submission.

### **2.4.4 Product Range**

**We are not seeking a full listing of all makes and models of heaters, ventilation fans and insulation.**

- a. However, we would like to know what brands you represent and your level of relationship with the original equipment manufacturer, commenting specifically on:
  - Your ability to maintain stock levels and/or ensure continuity of supply and delivery and service in the parts of the Canterbury region that you propose to be involved in;
  - Your ability to resolve warranty or performance issues quickly;
  - Details of your organisation's specific history with the supply of this product range.

- b. If you are providing one or more of the following products it is important you meet our product mandatory conditions as follows:
- Heat pumps and flued gas heaters – any heat pumps and flued gas heaters you submit must be listed on the EECA’s list of accepted heating products:  
<https://www.energywise.govt.nz/funding-and-support/accepted-products-for-insulation-and-heating/>
  - Solid fuel burners – any low emission woodburners, ultra-low emissions woodburners and pellet fires must be listed on Environment Canterbury’s list of authorised solid fuel burners <https://www.ecan.govt.nz/data/authorised-burners/> and legally able to be installed into a particular home as defined in Environment Canterbury’s Canterbury Air Regional Plan: <https://www.ecan.govt.nz/your-region/plans-strategies-and-bylaws/canterbury-air-regional-plan/>
  - Insulation: all insulation products installed must be on EECA’s list of authorised insulation: <https://www.energywise.govt.nz/funding-and-support/accepted-products-for-insulation-and-heating/>

#### **2.4.5 Capacity and Availability**

- a. Respondents will need to have the capability and capacity to handle the likely workload arising from this scheme based on their services offered and their region of operation.
- b. The total volume of participants is expected to be of the order of 500 to 700 per annum throughout Canterbury.
- c. Some homes will require insulation only, others heating only, and some will require both heating and insulation. Healthier Homes Canterbury also includes the ability to finance ventilation fans and heat transfer systems.
- d. Environment Canterbury is seeking a pool of suppliers that will provide the capability to deal with the larger volumes likely to come from the Christchurch region and from Timaru, yet also to have suppliers that can provide services in smaller towns throughout the region.
- e. Information is sought on the size of the organisation, staffing structure and current turnover as a measure of the Respondent’s capacity.

## 2.5 Contract term

We anticipate that the Contract will commence once it is signed by both parties. 2019. The scheme is currently planned to run until 30 June 2028. Successful Respondents will remain in the pool of registered contractors to Healthier Homes Canterbury unless the contract is terminated by Environment Canterbury or the Registered Supplier in accordance with Clause 18 of the proposed Service Provider Agreement attached as Appendix 3.

There is no obligation on Environment Canterbury to give any volume of work under the terms of the Proposed Contract.

## 2.6 Key outcomes

All Services are to be delivered in accordance with the standards and procedures for approved products as identified in Schedule 2 of the Proposed Contract.

## 2.7 Other information

### 2.7.1 Quality Assurance

- a. Suppliers shall maintain a quality assurance (QA) system which conforms to best practice requirements within the industry. A brief written overview of the QA system proposed to be used for Healthier Homes Canterbury installations should be submitted as part of the ROI Response.

Insulation suppliers must comply with the requirements of EECA's Warmer Kiwi Homes Quality and Audit Manual

<https://www.energywise.govt.nz/assets/Resources-Main/funding-for-insulation/wkh-quality-audit-manual.pdf>

- b. New insulation and heating suppliers to Healthier Homes Canterbury will be considered to be Provisional Suppliers until they have had five successful audits of their work to ensure satisfactory standards of workmanship. These audits will be arranged by Environment Canterbury and will be at the supplier's cost. Fixed fees are as follows (within 50 km of each CBD), excluding GST per audit:

Christchurch: \$240

Timaru: \$350

Kaikoura: \$350

For audits outside of Christchurch, Timaru, Kaikoura (outside 50km of each CBD) an additional surcharge of \$115/hour for labour and \$1.00/km to cover vehicle expenses. Travel time and distances are based on GoogleMaps from the closest of the three centres.

The audit fees may change from time to time

- c. Current suppliers to Environment Canterbury and Build Back Smarter will be exempt from this initial audit process.

- d. All suppliers will then be subject to a programme of random auditing of work which will be funded by Environment Canterbury and/or EECA.

**When responding to the questions on quality assurance please do not simply submit a copy of your entire QA manual.**



## 2.7.2 Operating manuals and warranty information

A supplier shall, upon installation, provide the homeowner with all relevant operating, maintenance and warranty documents. In addition, they shall send promptly to the homeowner and Environment Canterbury a copy of the Code of Compliance certificates.

## 2.7.3 Invoicing and Payment

- a. Environment Canterbury will generate an engagement form at the time of the ratepayer agreement being signed and approved by Environment Canterbury. This will be based on the supplier's quote for a particular installation.
- b. Suppliers are to submit invoices for any work carried out in a month by the 5th working day of the next month, referencing the unique Healthier Homes Canterbury number and the Healthier Homes Canterbury customer number and all other matters required under clause 10.2 of the Proposed Contract.
- c. All invoices that correctly match the details on the purchase order will be paid in accordance with clause 10.3 of the Proposed Contract.
- d. Each supplier is to submit only one invoice for each home that they work on including details of all products and services related to that home.
- e. Where two suppliers work on a particular home, we encourage both suppliers to communicate with each other and with the homeowner to co-ordinate work and invoicing in a similar time frame.

## 2.7.4 Reporting Requirements

Insulation suppliers will need to report information in a format consistent with the requirements of EECA's GEM system.

## 2.7.5 Staff Training Requirements

### HPA Training Course

- a. Environment Canterbury strongly recommends that a home performance assessment be carried out by a HPA qualified person prior to the homeowner deciding what measures to install in their home.
- b. A 2 ½ day training course is offered by Community Energy Network to achieve the required Level 2 HPA qualification. See [http://www.beaconpathway.co.nz/further-research/article/home\\_performance\\_advisor\\_training](http://www.beaconpathway.co.nz/further-research/article/home_performance_advisor_training)
- c. The cost of this course is in the range of \$1600 to \$2400 per attendee depending on the nature of the organisation.
- d. Environment Canterbury is willing to co-ordinate a training course in Canterbury if there is sufficient interest from Respondents. Please note on your response form any interest you have in attending such a course if you become a registered supplier.

### **EECA Training in GEM (Grants Enterprise Management)**

- e. Environment Canterbury intends to partner with EECA on this scheme. This would mean that all **insulation** suppliers will need to supply information on their installations in a format compatible with GEM.
- f. Each insulation supplier will need to have a staff member who has been trained in GEM, so those respondents without a GEM trained staff member will need to commit to a ½ day training course, with the location to be confirmed.
- g. Heating suppliers will not be required to attend GEM training.

### **2.7.6 Marketing and Promotion of Healthier Homes Canterbury**

- a. Environment Canterbury will lead the marketing and promotion of Healthier Homes Canterbury.
- b. Registered suppliers are encouraged to promote the Healthier Homes Canterbury scheme to potential customers as part of their sales and marketing activities.
- c. Any use of Healthier Homes Canterbury branding by suppliers in printed or electronic communications should be checked with Environment Canterbury beforehand, and Environment Canterbury's approval will not be unreasonably withheld.
- d. Registered suppliers will be publicised on the Healthier Homes Canterbury website showing details of the services offered and the locations they are active in so as to inform prospective customers. This will include contact phone and email details as well as a link to the supplier's website for more information.

# SECTION 3: Our Evaluation Approach

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## 3.1 Evaluation model

ROI Responses will be evaluated based on a weighted attributes model. Each evaluation criterion will be scored as per the process outlined in section 3.3 and then weighted based on the detail in section 3.4 and then totalled. Environment Canterbury will aim to select a good spread of registered suppliers across a range of heating, insulation and ventilation products and across the various parts of Canterbury, based on those ROI. Responses that score best on the weighted attributes evaluation.

## 3.2 Pre-conditions

Each ROI Response must meet all the following pre-conditions. ROI Responses which fail to meet one or more will be eliminated from further consideration.

Respondents who are unable to meet all pre-conditions should conclude that they will not benefit from submitting an ROI Response.

No.	Pre-condition
1.	Respondents must supply a copy of a current certificate of Public Liability and Professional Indemnity insurance, with a minimum cover of \$2,000,000.
2.	Respondents must have a documented health and safety management system that has been externally audited against a recognised national or international standard and the system is considered to be acceptable based on that audit.  The <a href="#">Health and Safety at Work Act 2015</a> is New Zealand's workplace health and safety law. It came into effect on 4 April 2016.

### 3.3 Evaluation criteria

ROI Responses which meet all pre-conditions will be evaluated on their merits according to the following evaluation criteria and weightings.

Criterion	Weighting
Track Record/Relevant Experience	25%
Methodology	25%
Relevant Skills	20%
Product Range	15%
Capacity/Availability	15%
<b>Total weightings</b>	
	<b>100%</b>

### 3.4 Scoring

The following scoring scale will be used in evaluating ROI Responses. Scores by individual panel members may be modified through a moderation process across the whole evaluation panel.

Rating	Definition	Score
<b>EXCELLENT</b> significantly exceeds the criterion	Exceeds the criterion. Exceptional demonstration by the Respondent of the relevant ability, understanding, experience, skills, resource and quality measures required to meet the criterion. RPF Response identifies factors that will offer potential added value, with supporting evidence.	<b>9-10</b>
<b>GOOD</b> exceeds the criterion in some aspects	Satisfies the criterion with minor additional benefits. Above average demonstration by the Respondent of the relevant ability, understanding, experience, skills, resource and quality measures required to meet the criterion. ROI Response identifies factors that will offer potential added value, with supporting evidence.	<b>7-8</b>
<b>ACCEPTABLE</b> meets the criterion in full, but at a minimal level	Satisfies the criterion. Demonstration by the Respondent of the relevant ability, understanding, experience, skills, resource, and quality measures required to meet the criterion, with supporting evidence.	<b>5-6</b>
<b>MINOR RESERVATIONS</b> marginally deficient	Satisfies the criterion with minor reservations. Some minor reservations of the Respondent's relevant ability, understanding, experience, skills, resource and quality measures required to meet the criterion, with little or no supporting evidence.	<b>3-4</b>

<b>SERIOUS RESERVATIONS</b> significant issues that need to be addressed	Satisfies the criterion with major reservations. Considerable reservations of the respondent's relevant ability, understanding, experience, skills, resource and quality measures required to meet the criterion, with little or no supporting evidence.	<b>1-2</b>
<b>UNACCEPTABLE</b> significant issues not capable of being resolved	Does not meet the criterion. Does not comply and/or insufficient information provided to demonstrate that the Respondent has the ability, understanding, experience, skills, resource and quality measures required to meet the criterion, with little or no supporting evidence.	<b>0</b>

Respondents scoring less than 3 for any of the evaluation criteria will be disqualified from further consideration.

### 3.5 Evaluation process and due diligence

In addition to the above, we may undertake some or all of the following process and due diligence in relation to selected Respondents. The findings will be taken into account in the evaluation process.

- c. reference check the Respondent organisation and named personnel
- d. interview Respondents
- e. request Respondents make a presentation
- f. other checks against the Respondent e.g. Companies Office
- g. undertake a check of the health and safety management system
- h. undertake a credit check

## 4 Pricing information

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### **Pricing information to be provided by respondents**

We wish to ensure that products and services provided to participants in the Healthier Homes Canterbury scheme are delivered so as to provide good value to the participants.

However, pricing will be a matter between the registered suppliers and the participating homeowners. Homeowners will be advised to seek multiple quotes from registered suppliers.

Pricing of heating, ventilation and insulation is therefore not required as part of ROI Responses.

Respondents seeking to provide HPA assessments will however need to complete the pricing template for those assessments.