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**Expressions of interest to deliver elements of a new Technical Support Service for Net Zero Carbon Demonstrator Churches.**

**Deadline to reply by: 5pm 8th September 2023**

**Background:**

The Church of England has an ambitious target to become net zero carbon by 2030. As part of achieving this aim, the Cathedral and Church Buildings Division are creating a ‘Demonstrators’ project which will create exemplars around the country.

These Demonstrator churches will be of different ages and types, and will all be implementing works to cut their carbon significantly, potentially getting all the way to net zero carbon. The Demonstrator projects will inspire and inform others to follow suit.

One part of the Net Zero Carbon Church Demonstrator Project is to offer the churches a package of technical support. This support will be in two forms:

* A grant for the church to pay for their own local professionals (architects, heating consultants, planning consultants, etc), and
* A national technical support service.

The service will offer the c.100 churches in the Demonstrator project access to additional expert technical input, where they need plans reviewed, a second opinion on their design, or more specialist help with specific issues.

As each church in the project will have been nominated by the Diocesan Advisory Committee (DAC) for its diocese, the service would also be accessible by the church’s DAC. The DAC may need access to specialist input, in order to support the church effectively and to consider the details of the faculty application.

Initially, we are contracting for 2 years, with the potential both to extend and also to expand to other churches.

**The Church of England’s Cathedral and Church Building Division [CCB] intend to procure a number of contracts with a variety of specialists and firms, who can between them cover the variety of fabric, building services, procurement, and planning needs of our church Demonstrators. At this stage, we are seeking expressions of interest. Please complete the attached form by 5pm 8th September 2023.**

**Our unique features:**

All people / firms quoting must have a good understanding of our specific and unique features;

* A wide variety of ages and types of buildings, from medieval stone chapels, through large Victorian churches, to 20th century churches and modern church halls,
* Many listed buildings, including Grade I churches of national significance,
* Many made from historic, local materials, needing appropriate approaches such as breathable renders,
* The importance of ventilation and stable conditions to preserve historic fabric and interiors,
* A wide variety of usage patterns, from being heated all week to 2 hours per month,
* In the main, run by entirely by volunteers,
* The need for secular planning permission for external alterations and ecclesiastical planning permission (faculty) under our exemption from Listed Building Consent,
* Last but not least, the absolutely central role of the church building and church hall in delivering the *mission* of the church; offering a warm welcome both for church services and for a wide range of community activities, varying from church to church.

**Services being procured:**

Expressions of Interest are being sought from organisations which can offer **ALL** or **PARTS** of the following:

1. **Building Services**

Technical advice by phone / Teams / Zoom calls on:

* 1. Low carbon heating in church / heritage settings (direct electric, heat pumps (A2ASHP, A2WSHP, GSHP), infra-red, biomass, and hybrid).
  2. Solar PV panels (potentially with batteries) for church / heritage buildings.
  3. Energy efficient lighting design and installation.
  4. Effective control systems for heating and lighting.
  5. EV car charging.

All firms quoting must have a thorough understanding of:

* 1. The conservation impact on fabric / interiors of a) to e) above.
  2. The fire safety, electrical safety, and maintenance requirements of a) to e) above.
  3. Church Buildings Council guidance and faculty jurisdiction rules.
  4. The realities of gaining planning and faculty permission for a) to e) above.
  5. A good understanding of the operational vs embodied carbon considerations.
  6. The need for clear, understandable, and accessible systems, and good handover / training, to enable systems designed to be run by church volunteers.

1. **Fabric alterations and retrofit**

Technical advice by phone / Teams / Zoom calls on:

* 1. Roof / loft insulation appropriate for churches / heritage buildings
  2. Internal insulation and external renders for churches / heritage buildings
  3. Draught-proofing, secondary glazing, and environmental protective glazing
  4. Installing draught lobbies and partitioning to create smaller spaces

All firms quoting must have a thorough understanding of:

* 1. The conservation impact on fabric / interiors of a) to d) above.
  2. The fire safety, electrical safety, ventilation, and maintenance requirements of a) to d) above.
  3. Church Buildings Council guidance and faculty jurisdiction rules.
  4. The realities of gaining planning and faculty permission for a) to d) above.
  5. A good understanding of the operational vs embodied carbon considerations.

1. **Procurement and planning**

Technical advice by phone / Teams / Zoom calls on:

* 1. Procurement of contractors and consultants for works such as those in 1 and 2 above
  2. Planning consultancy for works such as those covered in 1 and 2 above

All firms quoting must have a thorough understanding of:

* 1. Church Buildings Council guidance and faculty jurisdiction rules
  2. The realities of successfully implementing projects within church / heritage buildings

**Booking and appointments system:**

* CCB will:
  + Set up a webpage with an online contact form, which churches and DACs can use to contact the service, submit their details, and upload required documents. Automated response email to be sent within one working day.
  + Administer an efficient appointment booking system. Review the contact form and select the appropriate specialist. Liaise with the specialist and the church to arrange an appointment time [automate if possible using Calendly or similar]. Majority of appointments to take place within 10 working days of the church accessing the booking system, and all appointments to take place within one calendar month. Respond to queries and make any required changes to appointment times. (Ideally the church representative and their professional advisor will both attend the meeting.)
* Advising firms will:
  + Prepare for the meeting by reading the uploaded materials.
  + Hold appointments, typically of 30 mins, over the phone or by Teams / Zoom.
  + Give professional technical advice. **All guidance given must be in line with CBC guidance, the faculty jurisdiction rules, and the secular planning system where relevant.**
  + Offer a follow-up meeting as needed. It is anticipated that many churches will need a second call, with some research to be carried out between meetings. This will be particularly important where a project has both fabric and building services implications, such as a heat pump or solar panels, where input may need to be gathered from other specialists.
  + For monitoring purposes, make a record of the church (name and 6 figure reference code), the time spent preparing and on the call, and record the key points of the discussion.
  + Send a follow-up email to the church with the key points, including a link to a feedback form, cc’d to the Demonstrators Project Manager and to the relevant DAC Secretary.
* CCB will then:
  + Review advice emails through a quality assurance process, to ensure all advice is in line with CBC guidance and faculty jurisdiction rules. Any significant issues will be raised immediately, with anything more minor to be raised at quarterly contract review meetings.
* Joint: To run the service above for 2 years, with review points and break clauses for both parties, with the potential to extend and/or expand in the future, after review.
* By exception, site visits may be needed. These will be agreed with the Demonstrators Project Manager in advance.

**Measures to be reported each quarter**

* CCB to report quarterly:
  + Number of churches and DACs making contact with the service, allocated to each firm.
  + % where appointment within 5 working days, 10 working days, 15 working day, 15+.
  + Overall satisfaction rating with the service, as reported from the feedback form.
* Advising firms to report quarterly:
  + Total hours of chargeable preparation time, and average per case.
  + Total hours of chargeable contact time, and average per case.
  + Total hours of any additional advisory work, charged directly to the church.
  + Top 5 technical issues raised.
  + Any wider issues / learnings raised by the calls that quarter (anonymised as required).
* These will be discussed at a quarterly contract meetings between the Demonstrators Project Manager and each firm.

**Potential volume and pattern of work:**

* There are going to be c.100 Demonstrator churches. The Demonstrator Churches will be selected in two rounds, one in March 2024 and one in August 2024.
* It is expected that each church will need somewhere between 6-12 hours of support per year from the service, during 2024 and 2025, spread across the various areas set out in 1-3 above.
* Additional hours above the maximum of 12 which the churches wish to book can be charged by the advising firms at an agreed preferential rate.
* Where possible, CCB will schedule a group of appointments on one day, to make it efficient for the advisors. Each quarter, advising firms will be asked to indicate their capacity for the next quarter, and agree in advance with CCB which days which can be offered for appointments. Advising firms can refuse work if appointments fall outside of these days and they do not have additional spare capacity, but should not do this unreasonably.

**Selection process and timeline:**

* Expressions of interest are sought by **5pm 8th September.**
* Please send the attached form, completed to [<abubaker.pasha@churchofengland.org](mailto:%3cabubaker.pasha@churchofengland.org)>, with an email “FAO Demonstrators Project Manager – EoI for Technical Support Service” and your company name.
* The attached form asks you to outline:
  + which parts of 1, 2, and 3 above you are able to provide,
  + your firm’s relevant experience in giving such advice, in buildings services, fabric/retrofit, and/or planning/procurement for churches and heritage buildings,
  + the team who would deliver this advice, and their relevant background,
  + confirmation of the necessary professional insurance,
  + your indicative cost including VAT (please specify any initial set-up fee, any flat-rate ‘retainer’ you would charge per month/quarter to offer service, and then an hourly rate on top of this for the professional advice, plus a preferential hourly rate for any advice more than 12 hours),
  + if chosen, when you would be able to commence.
* We will consider all the Expressions of Interest by **end September**, and then request discussion meetings with those firms we have a serious intention to appoint.
* Discussion meetings to take place during **October.**
* Full proposals including firm prices and references, to be provided by **end November**.
* References sought and decisions made by **end December** 2023.
* Contracts signed by **end January 2024**.
* Technical Support Service to start from **1st March 2024**.
* This is timed to start with the first wave of Demonstrator churches receiving their grant awards, by end February 2024.

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**Expressions of interest for professional advice, to be offered through the Technical Support Service for Net Zero Carbon Demonstrator Churches, Church of England**

Issuing department: Cathedral and Church Buildings Division, Church Commissioners

Return completed for to: Abu Pasha [<abubaker.pasha@churchofengland.org](mailto:%3cabubaker.pasha@churchofengland.org)>

Issue date: 11th prJuly 2023

Response deadline: 8th September 2023

|  |  |  |  |
| --- | --- | --- | --- |
| **Company details** | Company name |  | |
|  | Company address |  | |
|  | Company website |  | |
|  | Contact name |  | |
|  | Contact role |  | |
|  | Contact email |  | |
|  | How long has this organisation been established? |  | |
|  | In one para, sum up what you / your company does? |  |  |
| **Services offered** | Which areas are you knowledgeably able to advise our demonstrator churches on? | 1. Building Services    1. Low carbon heating in church / heritage settings (direct electric, heat pumps (A2ASHP, A2WSHP, GSHP), infra-red, biomass, and hybrid). |  |
| * 1. Solar PV panels (potentially with batteries) for church / heritage buildings. |  |
| * 1. Energy efficient lighting design and installation. |  |
| * 1. Effective control systems for heating and lighting. |  |
| * 1. EV car charging. |  |
| 1. Fabric    1. Roof / loft insulation appropriate for churches / heritage buildings |  |
| * 1. Internal insulation and external renders for churches / heritage buildings |  |
| * 1. Draught-proofing, secondary glazing, and environmental protective glazing |  |
| * 1. Installing draught lobbies and partitioning to create smaller spaces |  |
| 1. Procurement and Planning    1. Procurement of contractors and consultants for works such as those in 1 and 2 above |  |
| * 1. Planning consultancy for works such as those covered in 1 and 2 above |  |
| **Your organisation** | What is your organisation’s track record in giving advice in the areas you have ticked? |  | |
| What is your organisation’s track record in working with church buildings, and/or other comparable buildings? |  | |
| **Your team** | Who would the team be, who would deliver this advice? What is their relevant background in buildings services and fabric/retrofit for churches and heritage buildings? |  | |
| Do you plan to use any sub-contractors? If so, to whom, and what functions would they perform? |  | |
| **Experience** | Please confirm the team above have a good understanding of the areas to the right. | * 1. The conservation impact on fabric / interiors of a) to e) above. |  |
| * 1. The fire safety, electrical safety, and maintenance requirements of a) to e) above. |  |
| * 1. Church Buildings Council guidance and faculty jurisdiction rules |  |
| * 1. The realities of gaining planning and faculty permission for a) to e) above. |  |
| * 1. A good understanding of the operational vs embodied carbon considerations. |  |
| * 1. The need for clear, understandable, and accessible systems, and good handover / training, to enable systems designed to be run by church volunteers. |  |
| * 1. The realities of successfully implementing projects within church / heritage buildings |  |
| For any areas above which you did **not** tick, please comment briefly on how you would fill this gap. |  | |
| **Quality assurance** | How would you ensure the advice you given to demonstrator churches was appropriate, correct, and following CBC guidance? |  | |
| **Capacity** | What capacity does your firm have, in terms of days per month, to provide advice through the Technical Support Service? |  | |
| **Insurance** | Please confirm you have the necessary professional insurance, and at what level? | 1. Employers Liability Insurance – [amount] 2. Public Liability Insurance – [amount] 3. Professional indemnity insurance – [amount] | |

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| --- | --- | --- |
| **Cost** | Would there be an initial flat rate charge, to commence offering the advice service?  If yes, what do you expect it to be? Include VAT |  |
| Would there be a monthly retainer?  If so, what would you expect it to be? Include VAT  What number of hours / days of advice per month would be covered by this retainer? |  |
| What would be the hourly rate, for delivering advice? |  |
| Would this be the same rate you would charge churches, if they commissioned additional advice, beyond the amount centrally funded? If not, what rate would you charge? |  |
| How do these rates compare to your usual hourly rate?  (The Church Commissioners are a registered charity.) |  |
| Can your firm offer any additional value to this proposal? |  |
| **Timescales** | The service plans to commence in March 2024, and run for at least 2 years. Please confirm you can meet these timescales. |  |
| **Compliance** | If we move forward, we will ask you to demonstrate compliance with GDPR, Anti- Slavery, Anti-bribery, and Living Wage requirements, being a Disability Confident employer (or similar scheme), and show a real commitment to sustainability. Please confirm you will be willing and able to meet these requirements. |  |
| **Date completed** | - |  |