

NISEP Framework Document 2023-25

There have been a number of key changes to the NISEP Framework Document 2023-25. All changes to the Framework Document have been highlighted however some of the key changes are summarised below. Please read the Framework Document in full to understand all changes.

Essential Criteria for acceptance as a Primary Bidder

1. Primary Bidders must have at least one member of staff who is suitably qualified to a minimum qualification of **accounting technician**, who will have oversight and who will be responsible for signing off the monthly payment claim. The primary point of contact for payment claim queries can remain with the Primary Bidder appointed contact as long as the accounting technician maintains oversight of the monthly claim including the sign off any changes that may impact the monthly claim amount.
2. Applicants must have previously undertaken at least one successful energy efficiency, fuel poverty or renewable energy scheme to the value of at least **£300,000**. See Page 7.

Registration to become a Primary Bidder and for existing Primary Bidders

Additional documentation is required to be provided to the Programme Administrator:

1. A statement to confirm that all staff entering customer homes will be Access NI checked.
2. A copy of the organisation's draft safeguarding policy.
3. A statement to confirm the organisation has or is working towards a Diversity and Inclusion policy. See Pages 9-10.

Review and Withdrawal of Primary Bidder Status

Should NISEP be extended beyond 2024/25, the Programme Administrator will review the status of each Primary Bidder that is not a licensed supplier following completion of NISEP 2024/25 schemes. See Page 10.



Amount which may be bid for by each Primary Bidder

The maximum capped amount for a new Primary Bidder (2023/24) in the NISEP will be £300,000 or an amount equivalent to the value of any previous single energy scheme they have delivered, **whichever is the lesser amount. This cap will remain for 2024/25.**

For existing Primary Bidders, the maximum capped amount for second year of participation in 2023/24, will be £500,000.

For existing Primary Bidders, the maximum capped amount for third year of participation in 2023/24, will be £1,000,000 pending successful delivery of their first-year schemes, following Audit.

For existing Primary Bidders, the maximum capped amount for fourth year of participation in 2023/24, will be £2,000,000.

A maximum cap of £300,000 will also be applied for NISEP 2023/24 to a Primary Bidder that has not participated in the NISEP within the last two NISEP years.

Please note if a Primary Bidder cap has been set for NISEP 2023/24, it will remain the same cap for NISEP 2024/25 and will not increase.

The minimum amount of NISEP funding a Primary Bidder can bid for individual schemes will be £100,000. Any submissions below this will not be accepted.

Please note, a Primary Bidder who is capped as above, can bid for a number of schemes up to £2,000,000, with the understanding that, if successful, they will then be awarded funding taking into consideration any cap that may apply. **Any submissions that total above £2,000,000 will automatically be rejected. See Pages 11-12.**

Scheme Partnerships and Sub-contractors

Contractual or other arrangements between Primary Bidders and scheme partners and/or sub-contractors are entirely the responsibility of the Primary Bidders and not the Utility Regulator. This includes ensuring that any work carried out by scheme participants conforms to best practice, customer satisfaction and quality standards, and that all customers are provided with the appropriate guarantees and warranties. Primary

Bidders are not expected to ask priority customers to sign waivers unless all the following points have been complied with:

- 1) Installers must identify and record the nature, standard and estimate the age of the existing plumbing. They should also ascertain and certify that in the installer's view it is suitable for the new system.
- 2) A water pressure test must be conducted before commissioning an upgraded/new system and the results of this test must also be recorded and available for inspection.
- 3) Where any evidence of microbore is present all applicable pipework must be automatically upgraded.
- 4) If any leaks occur within two months of installation at the property, the Primary Bidder is responsible for ensuring that the necessary additional works are carried out to ensure that the finished job meets NISEP quality standards.
- 5) The Independent quality inspector will also be required to verify their agreement with the points outlined above. **See Page 13**

Funding Allocation

- 35% of the NISEP funds will be ring-fenced for priority domestic 'whole house solutions.' Geographical spread is also considered and the funding available may be separated into 'On Gas' and 'On and Off' gas areas should bids be submitted which are limited to 'On Gas' areas.
- 10% will be allocated to whole house solution Innovative schemes upgrading or converting to electric heating where Gas is not available, and where no customer contribution will be sought. **See Page 15**

Eligible Initiatives

- Schemes must be submitted by the deadline of **02 December 2022**.
- NISEP bids for funding per scheme must be at least **£100,000**.
- Landlords are limited to a maximum of 10 properties per NISEP year.
- For all Priority Schemes, (fully funded or customer contribution schemes) the customer must not be required to contribute towards additional measures such as smart heating controls, water widgets, hot water tank jackets, low energy lighting, reflective radiator panels and draught proofing. All additional measures offered per scheme, should be either 100% funded by NISEP or 100% funded by a third-party contribution. **See Pages 17-21**

NISEP Priority Group Schemes

It is expected that all staff interacting with priority customers will have had appropriate training to engage with vulnerable customers in a suitable manner. Staff entering customers' homes should also be Access NI checked. Primary Bidders may be asked to provide details of such training / certificates at audit stage. [See Page 35](#)

Whole House Solutions

Minimum funding available for whole house solutions in qualifying homes in 2023/24 is £2,667,045 with additional £762,012 available for Innovative Whole House Solution schemes targeting electric heating.

Under a whole house solution scheme, all installs must meet current Building Control (BC)/Planning Permission requirements and adhere to OFTEC/Gas Safe Guidance. Items such as oil tanks, radiators, TRV's and piping (central heating and domestic piping) should be replaced if broken or beyond viable economic repair, or if a water pressure test indicates it is not compatible with the new system, (i.e. microbore) or if there is visible evidence of deterioration which would impede the new boiler and/or system functioning appropriately or if they do not meet Building Control/Planning Permission requirements or OFTEC / Gas Safe Guidance. In addition to guarantees and workmanship warranties, the Primary Bidder is responsible for any necessary works in relation to all piping (including domestic piping) for up to two months after installation, therefore this additional work can be claimed from NISEP. It is important that documentation is properly updated and made available, should it be required, to support costs claimed. Please note, NISEP does not cover costs for redecoration. Primary Bidders should take this into consideration when submitting whole house solution claims. Secondary claims will not be processed for additional works relating to a NISEP heating install at the same property. Also, the total NISEP funding amount that has been awarded to a Primary Bidder, will not be increased to cover any additional works.

For 2023/25 High Heat Retention Storage Heaters and renewable technologies will be considered in the Non-Priority innovative category for both Housing Association properties and for schemes where a customer/landlord contribution is sought.

[See Pages 36-39](#)

NISEP Targets and Incentives to Exceed Targets

Levels of target cost effectiveness will be calculated following a review of schemes completed in NISEP 22/23 and schemes submitted for NISEP 23/25. The targets will be communicated out by November 2023.

These targets will be used for the purposes of calculating incentives for the two years NISEP 23/25 and are not used for submission purposes. If schemes are not successful and do not continue in 24/25, but have earned incentives for 2023/24, the incentive payment will be paid after the 2024/25 year. [See Page 48](#)

Submitting a Bid

Approved schemes will run for two full NISEP years, subject to satisfactory performance in year 2023/24 and criteria defined in the Framework Document being met. Therefore Primary Bidders do not need to submit a bid for the 24/25 NISEP year. [See page 52](#)

Scheme Approval/Rejection

Rejection Criteria

Bids will be rejected due to incompleteness or significant errors. This will be defined as any error which could reasonably be said to result in incorrect or misleading information being used to evaluate schemes. This will include but may not be limited to the following:

1. Bids submitted with incorrect costs entered onto the 'General Inputs', 'Mandatory Inputs', 'Lighting Inputs' tabs which do not reflect the supporting evidence provided. (This could be Direct Cost of Measure, Third party, Customer Contribution, Indirect Costs).
2. Bids submitted where energy savings manually entered do not reflect the supporting evidence. Domestic LEDs, / Commercial measures)
3. Bids submitted with no supporting documentation to verify costs entered / manual data entry of energy savings.
4. Bids submitted where either the Scheme Submission Form, Scheme Submission Spreadsheet (Domestic and/or Renewables) or Primary Bidder Summary file is not submitted by the due date.
5. Bids where the standardisation has not been used. (NB: where numbers of measures are too small for standardisation to be achieved, the Primary Bidder should contact the PA before submission to provide an explanation for this in

- the Scheme Submission Form, this will only be relevant for small bids of NISEP funding and is not a common occurrence.)
6. Bids which don't meet the eligible initiatives section 2.1 of the Framework Document.
 7. Bids where any of the documents sent are incomplete i.e. applicable sections left blank.
 8. Bids submitted after the due date.
 9. Bids received where the total exceeds the £2m cap will result in the Primary Bidder being rejected.
 10. Bids where additional measures under priority whole solutions scheme are not fully funded (by NISEP or Third Party). **See Pages 57-58**

Bids will be accepted if minor clarifications points are required.

Minor Clarifications Accepted:

1. Typos in the Scheme Submission Form figures (where the SSS is correct).
2. Typos in scheme reference
3. Target audience query
4. Primary Bidder summary file does not match the scheme submission spreadsheet. **See Page 58**

Scheme Reporting

The Primary Bidder must also inform the Programme Administrator by email when a scheme is no longer taking applications, so that this can be communicated out to all relevant parties.

Approved schemes in NISEP 2023/24 will run for two full NISEP years, subject to satisfactory performance in year 2023/24 which will be assessed from the information provided in the 8-month interim report and from any direct feedback received by the Programme Administrator on scheme delivery. The template for this 8 month report may change to allow for further feedback on delivery of 23/24 schemes. The following will be considered:

1. Predicted Underspend
2. Customer Satisfaction / Complaints
3. Quality Monitoring / Remedials
4. Compliancy with Framework Document Requirements
5. Duplicates identified

6. Whole House Solution Uptake, (where insulation has not been offered as part of a whole house solution)

Overall scheme performance will be considered in the reallocation of funding. Schemes will be given a similar level of funding in this second year or will be offered a lesser amount depending on the previous years' performance as outlined above. Scheme continuation into 24/25 will not be approved if there are significant issues raised in-year or if there has been no uptake in 2023/24.

Final Quality Monitoring results must be signed off by the independent qualified Quality Monitoring Inspector and submitted along with the Post Implementation Report. Where CWI has been inspected, the inspector must also complete a declaration where they will agree with the metres² claimed by the Primary Bidder. [See Pages 64-66](#)

Quality of Installation Monitoring

The Quality Monitor appointed for a NISEP scheme cannot be the Primary Bidder and must be completely independent to the scheme. A Primary Bidder is also unable to be the Quality Monitor under any other NISEP scheme. The Quality Monitoring contract should be between the Primary Bidder and the Quality Monitor directly and not held by a subcontractor or a managing agent on the Primary Bidders behalf. It remains the Primary Bidders responsibility to appoint the Quality Monitor.

Should any over-measuring be highlighted by the quality inspector, the Primary Bidder must notify the Programme Administrator within 10 working days. If the claim has been made and paid, a refund will be requested for the difference in measurement. If primary bidders become aware of consistent over-measuring by any subcontractor or installer, they must take appropriate action and detail this via the interim reporting schedule.

First inspections should exceed a 90% pass rate for schemes with less than 100 installs and for schemes with more than 100 installs the first-time pass rate is 95%.

[See pages 68-70](#)

NOTE: The Utility Regulator is continuing to consult on whether PAS 2030/2035 a BEIS endorsed framework should be made mandatory for all NISEP works. PAS 2035 covers how to assess dwellings for retrofit, identify improvement options, design and specify Energy Efficiency Measures (EEM) and monitor retrofit projects. In the interim however, for 2023/24, NISEP will continue with the current Quality Framework as outlined in this Framework Document. Should NISEP move towards a requirement for PAS 2035, Primary Bidders will be given notification in advance of 2024/25 schemes. [See Page 71](#)