



# FRAMEWORK AGREEMENT GUIDE

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For Legionella Control  
& Water Management (WM1)



## Why work with LHC?

Whether you are a public-sector organisation looking for procurement solutions or a supplier with products or services to provide these are the key reasons to work with us:

### Knowledge and experience of procurement

For over half a century ago we have been providing procurement solutions to meet the evolving needs of our clients, and guide them through the project lifecycle.

### Recognised technical expertise

Our team of technical experts ensure the solutions offered and delivered by our suppliers meet all statutory regulations and standards and maintain pace with industry best practice.

### Commitment to better buildings and homes

We help clients deliver better buildings and environments for their communities through frameworks that address every aspect of quality, and selection of the most suitable suppliers.

### Fast and efficient procurement

Calling off projects and commissioning work is very efficient, and projects can start quickly because the majority of rates, terms and quality standards have already been agreed.

### Financial gains

Suppliers access more than £250m construction, refurbishment and maintenance projects each year, while clients benefit not only from combining their purchasing power with other contracting authorities but also a potential share of the LHC operating surplus, courtesy of our not for profit status. During the last five years, we have given back a total of £8m to our members.

[WWW.LHC.GOV.UK/MEMBERSHIP](http://WWW.LHC.GOV.UK/MEMBERSHIP)

## How it works – the five stages

Frameworks are umbrella agreements that set out the terms, that include specification, quality, price, quantity, under which individual contracts (call-offs) can be made during the lifetime of the framework (normally 4 years). Legislation governs the way frameworks are run. Suppliers compete through open competition to be appointed to a framework. Publicly funded contracting authorities – our clients – then call-off individual contracts.

### Pre-Tender Engagement

- We monitor legislation, building regulations, standards and innovations that create a need to adapt or improve the way that works, goods or services are procured
- We gather client and supplier feedback to identify and validate future procurement needs
- We advertise future opportunities on Contracts Finder, Public Contracts Scotland, Sell2Wales and Tenders Electronic Daily and engage with Trade Organisations

### Public Tender

- Compliance with EU Directives and UK Public Contracts Regulations 2015
- Frameworks are divided into categories, regions and values bands to attract a broad range of suppliers from local to national operators. Our suppliers are assessed to ensure they are capable of operating in each region
- The Invitation to Tender includes a performance specification, technical quality questionnaires, pricing schedules for the works, goods or service being procured
- Suppliers submit an Offer Document which includes a completed European Standard Procurement Document with questions that address company eligibility and financial standing. Also, evidence of administrative, employment, quality management and health and safety practices, environmental awareness, geographical and technical capability and experience of supplying the public sector
- LHC advertise contract notices and contract awards notices on, Contracts Finder, Public Contracts Scotland, Sell2Wales and the Supplement to the Official Journal of the European Journal (OJEU) via Tenders Electronic Daily

### Evaluation and Award

- We review every submission in detail and then apply the MEAT principle (Most Economically Advantageous Tender) taking account of the qualitative, technical and sustainable aspects of the tender submission, as well as price, to reach an award decision

- Tenders are ranked according to their final Value for Money score, which takes account of the weightings for each section
- We typically appoint three or four of the highest scoring tenderers to each framework agreement regional lot, although numbers are based on likely demand and other considerations

### Call-Off Projects

- Our nationwide network of Client Support Officers engage with our clients (contracting authorities) throughout England, Wales and Scotland to identify suitable projects
- We assist clients wishing to call-off a project, guiding them through the procurement process, providing technical and procurement advice, managing the Expressions of Interest, and verifying prices
- Clients contract directly with the appointed company delivering the works
- We continue to monitor projects, liaising with clients and appointed companies, to help identify and resolve potential issues, and ensure the timely and cost-effective delivery of the project
- At the end of each project we get feedback from clients on the performance of the appointed companies and currently enjoy a 90% client satisfaction rating

### Community Benefit

- As a not for profit organisation, at the end of each financial year, all excess revenue generated through levy income is returned to qualifying clients, based on project invoice value generated
- The primary focus of rebates is typically social value projects your local community

## About this framework agreement

This LHC Framework Agreement for Legionella Control & Water Management is available to all public-sector bodies funded by public finance throughout the UK.

Fully OJEU compliant, this free to use framework has been developed to provide compliant water systems in residential and commercial buildings.

- Maintenance and testing of control measures for domestic hot and cold water systems
- Management and control of building hot and cold water services
- Management and control in leisure, display, therapy and other non-industrial water systems
- Optional - Management and control of evaporative cooling and other high-risk industrial water systems

### Workstream 1 - Water Hygiene Consultants

#### Summary of services:

- Essential services (mandatory) independent consultancy services
  - Legionella risk assessment services
  - Hot and cold monitoring & inspection services
  - Legionella analytical services
  - Legionella awareness training
- Non-essential services (non-mandatory)
  - Schematic drawings
  - Water treatment services
  - Cleaning & disinfection services
  - Web-based (portal) electronic logbook system

### Workstream 2 - Water System Maintenance

#### Summary of services:

- Essential services (mandatory)
  - Hot and cold water monitoring and inspection services
  - Cleaning and disinfection
  - Water management
- Non-essential services (non-mandatory)
  - Water treatment
  - The management and control of evaporative cooling and other high-risk industrial water systems
  - Maintenance of swimming pools plant equipment

**This framework has been established in strict compliance with UK public sector procurement rules for use by public sector bodies in the UK as detailed in the LHC buyer profile ([www.lhc.gov.uk/buyerprofile](http://www.lhc.gov.uk/buyerprofile)) and as specified in the Contract Notice:**

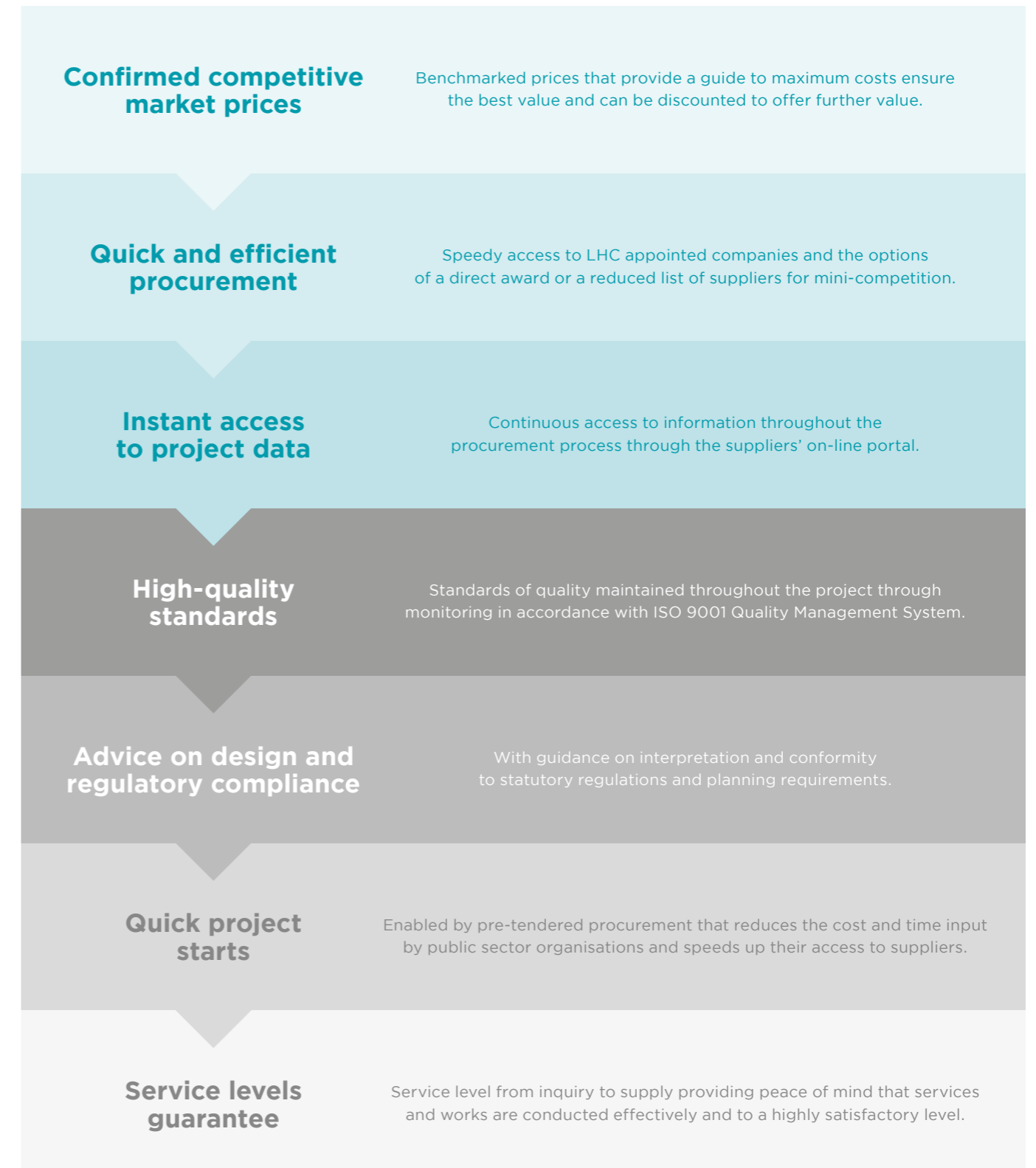
- 2017-OJS078-151492-en - England
- 2017-OJS078-150790-en - England & Scotland
- 2017-OJS080-154300-en - Wales

Published through Contracts Finder and Public Procurement Scotland respectively.

These were published in the OJEU under an Open Procedure in May - 2017 with 11 Successful tenderers appointed in August 2017

## The framework in action

As well as providing compliance, quality and best value to clients, the LHC Framework for Water Management supports a streamlined process from the proposal to completion of a project.



## About the tender

The tender process for this framework followed LHC's Open Procedure which eliminates the Pre-Qualification Questionnaire stage. Suppliers were given free and open access to the tender documentation and answered Suitability Assessment Questions based on principles of the European Single Procurement Document (ESPD) and PAS 91.

### Selection criteria

- Financial information
- Business and professional standing
- Health and safety policy and capability
- Equal opportunity and diversity policy and capability
- Environmental management policy and capability
- Quality management policy and capability
- Corporate social responsibility
- Experience of working in public sector and partnering
- Managerial and technical support, sales, marketing and supporting information
- Technical and professional ability
- Provision of the full range of essential components and services
- Conformity to the LHC specification together with the expertise and quality to deliver services and installations



## Framework scope

To ensure our client's legal duty to manage its water system from legionella and other waterborne pathogens as stated in:

Managing legionella under the Health and Safety Executive's publication L8 Accepted Code of Practice and Guidance - Legionnaires' Disease. The Control of Legionella Bacteria in Water System Edition 4, are fulfilled and following the practices described in the Technical Guidance HSG274 Legionnaires' disease:

- Part 1: The control of legionella bacteria in evaporative cooling systems
- Part 2: The control of legionella bacteria in hot and cold water systems
- Part 3: The control of legionella bacteria in other risk systems
- Wholesome water from private water systems including ground sourced, bowsers or tankers (suitable for drinking water) requirements required by - Private Water Supply (PWS) regulations (Regulations)

This is undertaken by consultants who provide expert knowledge and offer analytical reviews and monitoring; and also specialist, experienced contractors who are capable of providing the further monitoring, cleaning and maintenance to your water systems.

### In addition, the service provided shall offer the following tasks:

- Corrosion Control
- Scalding
- Management of grey water and rainwater harvesting

### Workstream 1 - Water Hygiene Consultants

#### Independent Consultancy Services

Tender Evaluation and Product Specification Advice - Offer support and guidance to a client pre-tender by offering expert knowledge of services and help improve weaknesses in the client's current specification or equipment choices.

Assist reviewing draft proposals and technical documentation, reviewing the applicant's technical competencies and site visits to prospective suppliers to ensure that they are capable of undertaking the services required.

Undertake Independent Third Party Auditing of the Clients Maintenance Plan.

Gap analysis - Analysing your existing Legionella Control Policy and Procedures providing a written report of the strengths and weakness of your governance and processes.

Independent Inspections - Independently assessing DLA or Contractors service providers and installation teams. This includes inspecting Site Log books, Certificates and Reports, onsite monitoring,

Independent Quality Control and inspection of the site operatives ensuring their competence, working practices.

#### Legionella Risk Assessment Services

Review the present legionella risk assessment and offer advice, action plans and written schemes to Client's responsible person. Provide direct communication to the client DLO or maintenance team (as directed by the client) to discuss and agree on the appropriate action and written schemes.

#### Hot and Cold Monitoring & Inspection Services

Offer the periodic monitoring of the hot and cold systems in any building type completing log books and site monitoring software.

Inspecting pipework, new and existing, for changes and the risk created by dead legs or changes of use.



## Framework scope continued

### Legionella Analytical Services

Undertake the sampling of water and providing test certificates.

Legionella and any other microbiological test performed in a ISO/IEC 17025:2005 and accredited laboratory.

Test can be undertaken for –

- Legionella
- Drinking Water - EC, pH, Particulates, Clarity, Taste & Odour Quan, Turb, TON, NH4-N, Fe, Al, Mn, Colour, Cu, Pb, Cl-, Ca, Mg, TOC, P, Fluoride, Permanent Hardness, Alk, Total Coliforms, E.Coli TVC (Hot & Cold Plates)
- Drinking water (sanitary) sample TVC, Coliforms, E.coli

Rapid detection methods can be undertaken on a 'presumptive' isolate to get a basic identification this must be supported by a reference laboratory report.

### Legionella Awareness Training

Training for staff involved in water management, call centre staff and maintenance operatives and contractors. CPD training to understand the risks, legal requirements, their roles and responsibilities and actions and procedures to follow.

### Non-Essential Services (Non-Mandatory) Schematic Drawings

- Survey building and ensure existing schematics are, where practicable, accurate.
- Update existing drawings provided from proficient paper sketches, image or pdf file or old CAD data.

### Water Treatment Services

Application of a water treatment programme for the control of legionella bacteria in all types of water system whether by chemical or non-chemical means.

Supply and maintenance of the dosing equipment and continuous supply of the chemicals.

### Cleaning & Disinfection Services

- Pre-commissioning cleaning of pipework systems
- Pre-commission cleaning of closed systems to BSRIA BG 29/2012 prior written permission
- Chlorination/disinfection in accordance of services supplying water for domestic use within buildings and their curtilages
- Water treatment of closed heating and cooling systems
- Biocide washing of closed systems
- Dynamic flushing of closed systems

### Web Based (Portal) Electronic Logbook System

The provision to offer clients the service of an online portal to hold data for the purposes of managing legionella records and asset information.

Access to the electronic web-based system will be via a secure and unique username and password whereby key personnel involved in the management of the control scheme will have full editable access to the system while other users, such as Building Managers, will have a read-only facility.

- Online continuous audit
- Accurate and secure compliance record keeping
- Instant access to all information
- Secure storage for documents, certificates and digital job sheets
- Documented service history for each asset
- Real-time key performance indicators (KPI's) and reports

## Workstream 2- Water System Maintenance

### Hot and Cold Monitoring & Inspection Services

Offer the periodic monitoring of the hot and cold systems in any building type completing log books and site monitoring software.

Inspecting pipework, new and existing, for changes and the risk created by dead legs or changes of use.

### Cleaning & Disinfection Services

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- Water treatment of closed heating and cooling systems
- Biocide washing of closed systems
- Dynamic flushing of closed systems

### Water Management

#### Routine Building Water System Service

Routine service in most cases, is provided during normal working hours unless an alternative arrangement has been agreed with the client. This service can include pre-planned works arranged by the Appointed Company. This service shall provide, as a minimum, the following:

- Maintain plant and equipment in accordance to the agreed schedules, which identify the work and frequency. The results of maintenance inspections and follow up work need to be supported by detailed records with other relevant documentation. Offer planned maintenance contracts to maintain equipment and replace ageing or faulty equipment as required

### Non-Essential Services (Non-Mandatory)

#### Water Treatment Services

Application of a water treatment programme for the control of legionella bacteria in all types of water system whether by chemical or non-chemical means.

Supply and maintenance of the dosing equipment and continuous supply of the chemicals.

#### The Management and Control of Evaporative Cooling and other High-Risk Industrial Water Systems.

The provision to offer service required to meet the HSG274 Part 1: The control of legionella bacteria in evaporative cooling systems

- i. Assist clients with compliance with the Notification of Cooling Towers and Evaporative Condensers Regulations 1992
- ii. Comprehensive inspection service
- iii. Cleaning and disinfection
- iv. Repairs and refurbishment such as; replacement of air inlet louvres, drift eliminators, cooling tower packing/fill, repairs to the distribution systems, replacement of spray nozzles, fan repairs and sump painting/coating. Cooling tower packing, drift eliminators and other leading components

#### Maintenance of Swimming Pools Plant Equipment

Supply planned maintenance contracts and testing to Type 1 and Type 2 swimming pools.

- All service shall comply with PWTAG Code of Practice
- Plant room products maintenance

## Award weighting criteria

60%

### Quality

#### 10% Local Sustainability

- Regional experience
- Local employment
- Local suppliers

#### 20% Technical Capability

- Evidence of company's competence
- Evidence of employee competence
- Evidence of experience knowledge and skill to undertake each task

#### 30% Project Delivery

- Organisations compliance management
- Performance management
- Incident management
- Customer service
- Framework management

40%

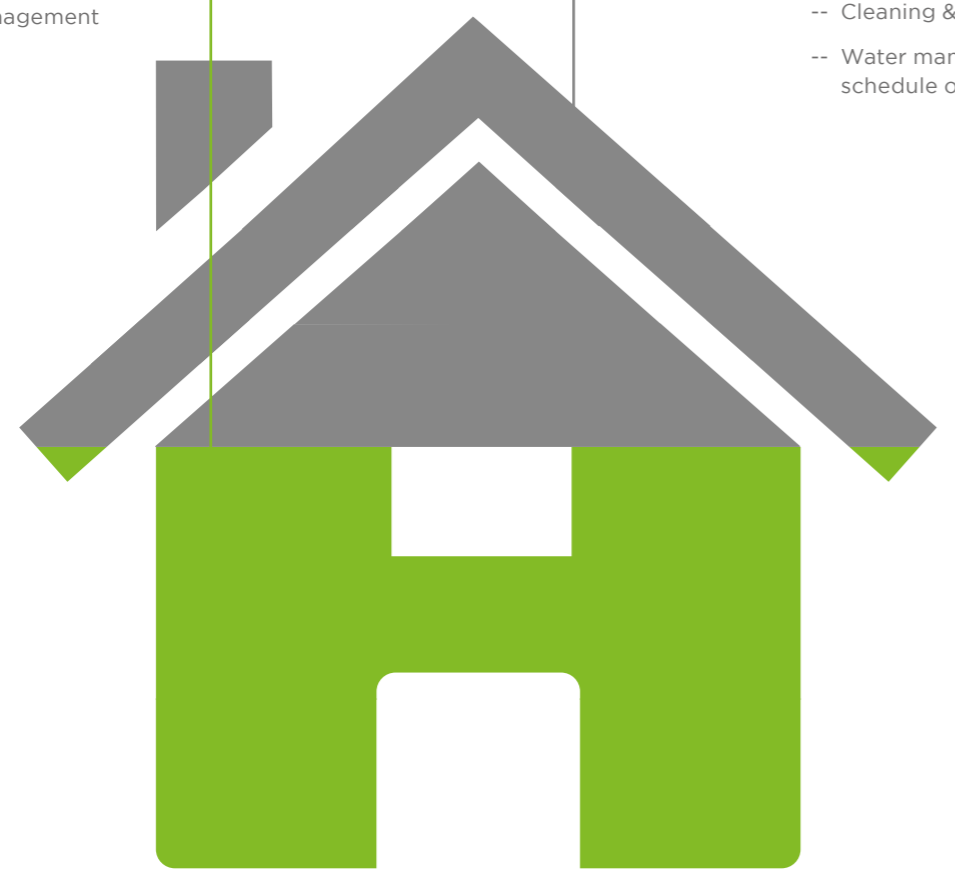
### Price

#### Workstream 1

- Labour rates
- Risk assessments services
- Monitoring & inspection
- Analytical services

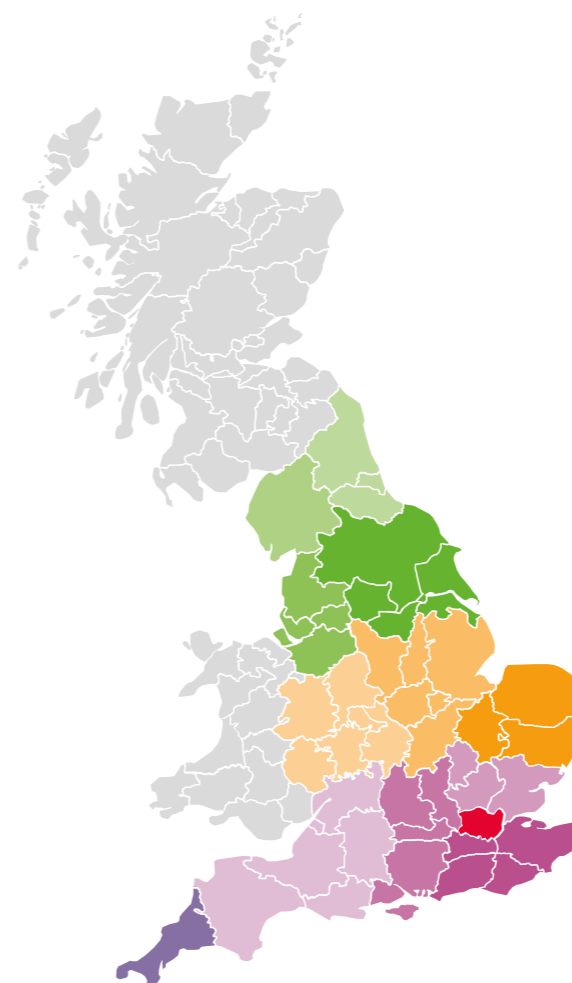
#### Workstream 2

- Labour rates
- Monitoring & inspection
- Cleaning & disinfection
- Water management schedule of rates



## Appointed companies

Appointed Companies	London	Home Counties West	Home Counties South	South West	Cornwall	East Anglia	Home Counties North	East Midlands	West Midlands	Yorkshire & The Humber	North West	Cumbria	North East
<b>Workstream 1</b>													
Clearwater Technology Ltd					✓								
SOCOTEC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Graham Environmental Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HBE								✓	✓	✓	✓	✓	✓
Integrated Water Services Ltd	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Northumbrian Water Ltd	✓					✓	✓						✓
SMS Environmental Ltd			✓	✓	✓					✓	✓	✓	
WSP UK Ltd	✓					✓	✓						
<b>Workstream 2</b>													
Graham Environmental Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HBE								✓	✓	✓	✓	✓	✓
HSL Compliance Ltd	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓
Integrated Water Services Ltd	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SMS Environmental Ltd	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓



### Regional lots

- Greater London
- Home Counties South
- Home Counties West
- Home Counties North
- South West
- Cornwall
- East Anglia
- East Midlands
- West Midlands
- Yorkshire & Humber
- North West
- Cumbria
- North East



**Legionella Control & Water Management (WM1)**

This framework is valid until July 2021

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