



FRAMEWORK GUIDE

For Heating Services (HS1)



This framework provides compliance, quality and best value to clients with a streamlined process for engaging with suppliers

Top five reasons to choose LHC

These are the key reasons to work with LHC, whether you're a public sector organisation looking for procurement solutions, or a supplier with products or services to provide.

- 1 Knowledge and experience of procurement**

Our organisation began half a century ago and we've developed and shaped our service to meet the evolving needs of our clients.
- 2 Recognised technical expertise**

Our technical expertise is built on continuous research by our team of specialists who consult with clients on the outcomes they need and suppliers, on the range of available solutions.
- 3 Commitment to better buildings and homes**

Our ultimate goal is helping our clients deliver better environments for the communities they serve. We support this goal through our frameworks, that address every aspect of quality and through our selection of the most appropriate suppliers.
- 4 Fast and efficient procurement**

Once LHC Appointed Companies have been established for a framework, the process of calling-off projects and commissioning work is very efficient. Terms and rates have been agreed and even when a mini competition is required, the majority of contractual arrangements have already been finalised. Project work can then start quickly.
- 5 Financial gains**

Working with LHC frameworks gives suppliers access to construction, refurbishment and maintenance projects of over £100m each financial year. Clients who spend more than £200,000 in a year will benefit from a share in the LHC operating surplus we return to Members. During the last five years, we have given back a total of £8m to our members to support community benefit projects.

About this framework

This LHC Framework for Heating Services is OJEU compliant and available to all local authorities, housing associations and other public sector bodies in England and Wales.

This framework is designed to help clients meet the statutory requirements for the following:

- Landlord gas safety records.
- Repair and maintenance of heating and hot water systems, wet and dry.
- Legionella control in domestic properties.
- Testing of carbon monoxide and fire alarms in properties.

Specialist suppliers that deliver these services through the following Workstreams:

- **Workstream 1: Consultants – Third Party Gas & Electrical Auditors.**
- **Workstream 2: Domestic Service Contracts.**

This framework offers:

- Monitoring and review of gas, heating, hot water, legionella control and domestic fire alarms compliance duties.
- Completing or reviewing risk assessments and certificates.
- Specialist consultants to ensure you are correctly managing your duties.
- Specialist responsive repair companies who can perform the day to day function to protect and serve your tenants.
- Gas compliance by companies proven to offer 100% LGSR and services to the heating appliance. All heat sources – gas, oil, solid fuel, renewable systems and the connected systems.
- Replacement installation programmes.

Workstream 1 – Consultants, Third Party Gas & Electrical Auditors

Specialist domestic mechanical and electrical consultants for this framework, to provide advice and certainty that projects are delivered compliantly, in accordance with best practice and offer value for money.

Services include:

- Tender support by aiding in the preparation of a tender, technical evaluation and product specification advice.
- Gap analysis of the gas and electrical policy (review control measures).
- Training - gas and electrical awareness seminars (tailored for director, staff and tenants).
- Monitoring and routine inspection of contractors and your electrical systems.

This framework agreement is 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) and as specified in the Contract Award Notice:

- 2015/S 202-366010 London

Workstream 2 Heating Services & Repairs

Complete management of your heating systems regardless of fuel type or location:

- Landlords gas safety record.
- Void check & commission.
- Planned and responsive heating repairs.
- Gas awareness training.
- Help desk (call centre).
- Replacement gas, oil or renewable heating systems.

All appointed companies hold accreditation with gas safe, NICEIC, OFTEC and MCS certificate operatives.

The framework in action

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

Confirmed competitive market prices

Benchmarked prices that provide a guide to maximum costs ensure best value and can be discounted to offer further value.

Quick and efficient procurement

Speedy access to LHC Appointed Companies and the options of a direct award or a reduced list of suppliers for mini-competition.

Instant access to project data

Continuous access to information throughout the procurement process through the suppliers' on-line portal.

High quality standards

Standards of quality maintained throughout the project through monitoring in accordance with ISO 9001 Quality Management System.

Advice on design and regulatory compliance

Guidance on interpretation and conformity to statutory regulations and planning requirements.

Quick project starts

Enabled by pre-tendered procurement that reduces the cost and time input by public sector organisations and speeds up their access to companies.

Service levels guarantee

Guaranteed service level from inquiry to supply providing peace of mind that services and works will be conducted effectively.

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



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
- 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 engagement 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

Framework details

To ensure compliance of your Gas and Electrical installations LHC have two separate Workstreams:

Workstream 1 – Consultants, Third Party Gas & Electrical Auditors

- **Independent Compliance Audits for Gas, Electrical and Heating installation** – Landlord support and guidance, with expert knowledge of the Gas and Electrical industries and knowledge of current trends and legislation.
- **Tender Evaluation and product specification advice** – improve weaknesses in client’s current specifications or equipment choices. Assisting in the consultations process, 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.
- **Gap analysis** – analysing Gas and Electrical Policies and providing written reports of the strengths and weakness of your governance and recommendations. Ensuring the Executive team have the correct process in place and that these are reviewed, to ensure that the monitoring and action plans in place are working correctly.
- **Gas and Electrical Awareness Training** – designed for all staff working with housing services to help them understand the importance of processes and more detailed training for staff and that interact with resident and resident committee members. Understanding the procedures to follow and the reason why promotes good practices.
- **Third Party Assessment** – independent assessment of your DLO’s or Contractors service providers and installation teams (Heating and Electrical work carried out by gas and electrical operatives fitting Boilers and electrics including, Void upgrades, Kitchens and Bathrooms). Including inspections to LGSR, EIC and other certificates and reports, onsite monitoring, independent quality control of site operatives ensuring their competence, working practices and the quality of work undertaken.

LHC recommends clients use Workstream 1 to monitor services provided by Workstream 2.

Workstream 2 Heating Servicing and Repairs

The provision of various types of services contracts for public sector housing stock, from basic response services to fully comprehensive, 24/7 days planned and responsive heating system contracts, To any heating appliance, component part, system or heating system part on any appliance or system.

Appointed Companies offer:

- **Responsive Repair Calls (breakdowns)** – 24-hour year-round response to heating, hot water and renewable installations.
- **Routine Service** – Managing your stock to ensure warranties are valid and equipment is working safely and efficiently.
Routine service visit as required, during which the designated appliances is serviced in accordance, appliance manufacturer’s instructions and British Standards.
 - Legionella Control - monitoring of Water Temperature and open system conditions.
 - Fire Alarm and Carbon Monoxide and fire alarm system tests.
- **Gas Safety Inspection Visit** – undertake a Landlords Gas Safety Record (LGSR) inspection visit within 12 months of the previously recorded visit.
- **Void Check & Commission** – ensuring the compliance of the Gas and Electrics while a property is vacant. Capping off and re -instating the supplies, undertaking safety inspections to the fittings and appliance and providing gas and electrical certification as required.
- **Help Desk** – operate a 24 hour, 365 days per year help desk providing residents with a direct number and resource to report faults and arrange access.
- **Replacement Heating Systems and Renewals** – offer full Dwelling Survey to ensure the most energy efficient replacement materials and appliances are specified. Replacement Heating Appliances with including a minimum 2-year Parts and Labour Warranty and updated Energy Efficiency Certificate.

Framework details

The LHC client can add its own terms but our framework already includes:

- Service only – planned maintenance tasks only (service and LGSR)
- Service and responsive repairs (parts extra). Planned maintenance tasks and responsive repairs to include boiler service and Landlord Gas or Oil Safety Certificate
- Fully comprehensive planned maintenance and responsive repairs (parts inclusive to an agreed sum limit or liability)

The LHC Framework includes the requirement to manage replacement components to full heating system, as reactive one-offs or a planned replacement programme.

Available in per property to cost plus contracts.



Award weighting criteria

Award weighting criteria for each workstream is 60% Quality and 40% Price with the following sub-categories.

Workstreams 1 and 2 (services)

60%

Quality

- Regional sustainable capability 20%
- Technical capability 20%
- Question 2 to 6 - project delivery 20%



40%

Pricing

Workstream 1

- Schedule of rates 10%
- Time charges 10%
- Costed scenario 20%
- Regional sustainable capability 20%

Workstream 2

- Individual planned domestic 5%
- LHC service contract rate 15%
- Individual service project costs 10%
- Boiler replacement 5%
- Boiler replacement day work 5%

LHC appointed suppliers

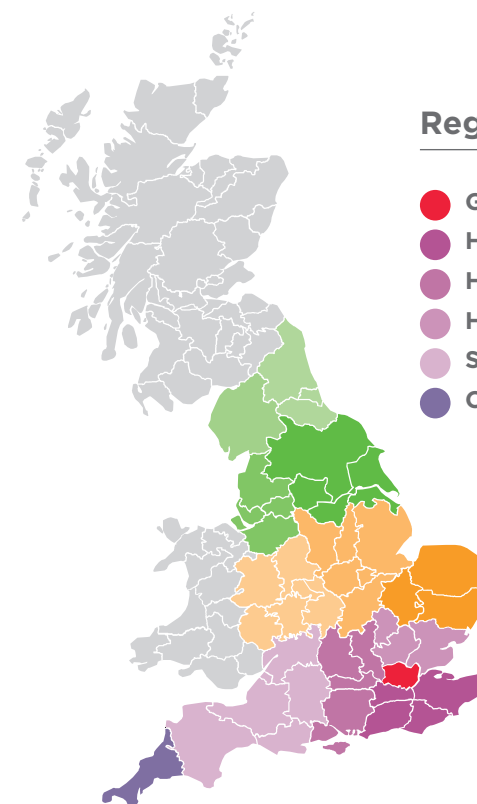
Consultants - Third Party Gas & Electrical Auditors

	I: Greater London	JS: Home Counties South	JW: Home Counties West	HX: Home Counties North	KX: South West	K3: Cornwall	H1: East Anglia	F: East Midlands	G: West Midlands	E: Yorkshire & The Humber	DX: North West	D1: Cumbria	C: North East
CORGI Technical Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gas Contract Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Workstream 2: Heating Service, Repairs & Installations

	I: Greater London	JS: Home Counties South	JW: Home Counties West	HX: Home Counties North	KX: South West	K3: Cornwall	H1: East Anglia	F: East Midlands	G: West Midlands	E: Yorkshire & The Humber	DX: North West	D1: Cumbria	C: North East
Aaron Services				✓			✓	✓*					
British Gas T/A PH Jones				✓	✓			✓	✓		✓		
BSW Heating	✓	✓											
DFP Services Ltd										✓	✓		
Hewer Facilities Management					✓								
J Tomlinson								✓	✓	✓			
K&T Heating Services	✓	✓											
PH Jones	✓	✓	✓										
Sure Maintenance								✓	✓	✓	✓	✓	
Swale Heating	✓	✓		✓			✓						
T Brown Group	✓												
TSG Building Services		✓	✓										

*Cannot both provide Mini-Competition (Call for further competition)



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



Framework for Heating Services:

Workstream 1: Consultants - Third Party Gas & Electrical Auditors

Workstream 2: Heating Service & Repairs

This framework is valid until April 2021

Enquiries: 01895 274850

LHC.GOV.UK