



## Framework Arrangement – Procurement Guide



### Whole House Refurbishment (WH1)

- Kitchen and Bathroom Replacements
- Electrical and Heating Replacements
- Internal and External Refurbishment, Redecoration and Repairs
- Whole House Energy Saving Measures

Effective from 1 Sep 2011

[www.lhc.gov.uk](http://www.lhc.gov.uk)

## How the Whole House Refurbishment (WH1) framework arrangement can benefit your organisation

The Whole House Refurbishment (WH1) framework arrangement is divided into two workstreams providing a full range of general refurbishment works and energy savings measures including:

### General Refurbishment Works

- Kitchen and bathroom installations
- Electrical rewires, power and lighting
- Internal and external repairs, minor alterations and decorations
- Heating systems and renewals
- Replacement Windows and Doors
- Flat roof replacements
- Void management.

### Energy Saving Measures

- Energy surveys and Home Energy Advice Packages
- Heating upgrades, including 'G' rated boiler replacements, Heating Controls, District Heating connections and metering
- Microgeneration measures, including Heat Pumps, Biomass, Solar Thermal Generation, Photovoltaic Generation, Combined Heat and Power Microgeneration, Hydroelectric installations, Wind Turbines, Fuel switching
- Internal/External Insulation
- Replacement Windows and Doors.

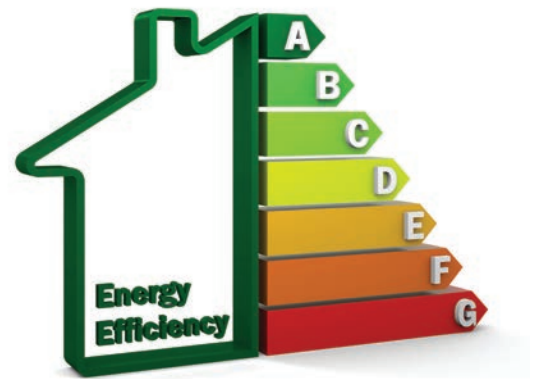
Through highly qualified main contractors and energy saving measures installation contractors, appointed on a regional basis, WH1 offers users:

- an extensive range of whole house general and energy saving refurbishment measures via a one-stop-shop solution for all types of social housing
- close liaison with funding sources through various initiatives, including existing CESP, CERT, EERP, ECO, Green Deal, Decent Homes Backlog Funding and future UK Government and EU programmes
- compliance with all relevant International, European and British regulations and standards
- monitoring of project health and safety in accordance with construction design and management regulations
- monitoring of quality in accordance with ISO 9001 Quality Management System from project initiation right through to project completion
- assurance that sustainable and environmental management policies have been evaluated to ensure that appointed companies' businesses are managed in an environmentally sound manner
- competitive market prices at the call-off stage.



## Services provided by LHC WH1 appointed companies also include:

- survey, assessment, design and proposals services with reports, recommendations and written specifications
- Home Energy Advice Packages with ongoing resident monitoring to promote maximum carbon reductions and energy savings
- effective project inception, survey & design, administration, removal, installation and completion services for all refurbishment and energy savings measures
- the use of Microgeneration Certification Scheme (MCS) Certified products and installers
- the integration of other LHC EU compliant framework arrangements, including K4 Kitchen units, U8 PVC-U Windows and doors, A5 Aluminium windows and doors, C5/6 External doors, FR1 Flat Roofing, V5 Void management and N6 Insulation framework arrangements
- the provision of product, design and installation guarantees.



## Why choose LHC?

LHC is a specialist procurement consortium providing public sector organisations wishing to meet targets for compliancy, efficiency, quality and sustainability with effective procurement solutions.

With over 40 years experience, LHC can offer a wide selection of products, works and services through free to use, pre-tendered OJEU compliant

framework arrangements that comply with UK and EU procurement legislation, Building Regulations and European and British Standards.

Best value is achieved through appointing competent companies, whose prices, services and quality have been thoroughly assessed and evaluated. LHC can provide validation of prices and quality throughout the

contract to ensure efficient project delivery and can also conduct site checks to monitor the standard of workmanship and correct usage of materials.

LHC also supports organisations' sustainable development goals by factoring the Government's drive for sustainable and low carbon solutions.



## The tender

The LHC WH1 framework arrangement 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)).

A Contract Notice (2010/S 239-365118) for Lots 1 – 5 was published in OJEU on 9th December 2010, inviting interested companies to complete a Pre-Qualification Questionnaire (PQQ) which sought detailed information on the following selection criteria:

- financial standing
- compliance with EU/UK legislation
- applicant’s organisation
- quality management
- sustainability and social inclusion
- equal opportunities and diversity
- health and safety
- financial status and insurances
- responses to questions through the use of case studies, to demonstrate capability, skills experience and resources to deliver and maintain the high level of quality required by LHC for the delivery of works and installations.

Companies selected as a result of the PQQ evaluation were invited to submit Priced Offer Documents, which sought to evaluate the Most Economically Advantageous Framework Tenders.

Public sector officers can obtain a copy of the full LHC evaluation report on request to [mail@lhc.gov.uk](mailto:mail@lhc.gov.uk)

## Award criteria weighting

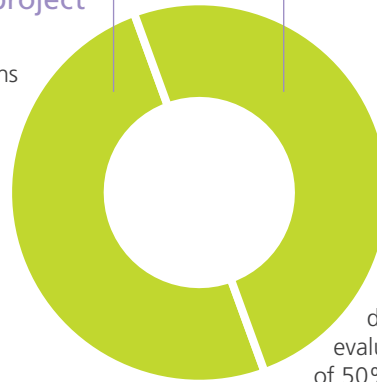
Offer Documents submitted were evaluated on the following basis:

### Workstream 1 – General refurbishment

50%

#### Refurbishment measures declarations and project delivery scenario

Evaluation of declarations of compliance and responses to a housing estate refurbishment project scenario during the pre-planning and construction phases, consisting of managing works, quality, communications, management of health and safety and sustainability.



50%

#### Pricing (price scenario and cost models)

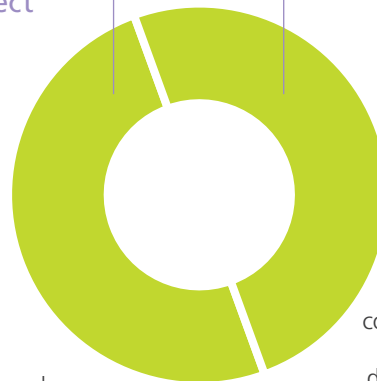
Prices were tendered on a combination of NHF schedules of rates and profit and attendance rates on prices submitted through other LHC arrangement tenders from which a priced contract scenario and five related cost models were developed. Tenderers were evaluated on the pricing levels of 50% price scenario and 50% cost models submitted. Indicative prices and cost adjustment % from Schedules of Rates are available for all refurbishment measures.

### Workstream 2 – Energy saving measures

50%

#### Energy saving measures declarations, project delivery scenario, funding and partnering delivery scenario

Evaluation of declarations of compliance and responses to a housing estate energy saving project scenario during the pre-planning and installation phases, consisting of managing works, quality, communications, management of health and safety and sustainability, plus evaluation of responses to a funding and partnering delivery scenario.



50%

#### Pricing (price scenario and cost models)

Prices were tendered on a combination of NHF schedules of rates, discounts from trade price lists and profit and attendance rates on prices submitted through other LHC arrangement tenders from which a priced contract scenario and three related cost models were developed. Tenderers were evaluated on the pricing levels of 70% price scenario and 30% cost models submitted. (Indicative prices and cost adjustment % from Schedules of Rates are available for all refurbishment measures).

## Workstream 1 – General refurbishment works and services offered

### Surveys, assessments, designs and proposals

Surveys, assessments of condition, designs and proposals via consultant architects and surveyors including:

- design services carrying the required levels of professional indemnity insurance
- detailed and bespoke visual and technical survey services relevant to the refurbishment work being undertaken
- assessment of the service requirement relative to the specific refurbishment work being undertaken
- advice and assistance in respect of technical relevance, best practice, regulatory and statutory compliance
- detailed, bespoke proposals for carrying out the specific refurbishment work being undertaken in accordance with specifications provided by or for the LHC member or member's consultants and taking account of the results of any assessment carried out
- proposal drawings and/or schedules and specifications can be provided for members' use in obtaining relevant planning and/or building regulation consent, funding approval and/or placing orders.

### Project inception, survey & design, administration, removal, installation and completion services

Project inception, survey & design, administration, removal, installation and completion services for all included refurbishment works plus:

- LHC Project Delivery Team available to guide users through the pre-tender, contract and post contract processes
- materials obtained from reputable manufacturers
- design & installation services and materials comply with all relevant International, European and British regulations, standards and guidance.

### Kitchen installation full scope

Full or partial upgrading of kitchens, including:

- plumbing and electrical installations
- removal and replacement of existing kitchen units, worktops, sinks, ceramic wall tiles, floor coverings, wall coverings and decoration of ceilings
- kitchen units, worktops and accessories sourced through LHC's K4 framework arrangement using direct award or mini-competition supplier procedure.



## Workstream 1 – General refurbishment works and services offered (cont.)

<p><b>Bathroom installation full scope</b></p>	<p>Full or partial upgrading of bathrooms, including:</p> <ul style="list-style-type: none"> <li>▪ plumbing and electrical installations</li> <li>▪ removal and replacement of existing sanitaryware</li> <li>▪ removal and replacement of ceramic wall tiles, floor coverings, wall coverings and decoration of ceilings.</li> </ul>
<p><b>Electrical rewires, power and lighting</b></p>	<p>Provision of new and replacement whole house electrical installations, including:</p> <ul style="list-style-type: none"> <li>▪ inspecting, surveying, testing, temporarily or permanently repositioning existing switches or control gear and work associated with disconnecting and connecting resident-owned appliances and equipment</li> <li>▪ installation work carried out by qualified electricians fully conversant with and in strict accordance with the current applicable edition of the IEE regulations</li> <li>▪ inspections and tests to certify compliance with IEE regulations, complete with associated schedules and test results.</li> </ul>
<p><b>Internal finishes replacements</b></p>	<p>Full internal redecoration services including:</p> <ul style="list-style-type: none"> <li>▪ survey of properties and agreement of scope of works with the LHC member or consultant</li> <li>▪ resident choice exercises where required</li> <li>▪ removal and/or preparation of existing internal floor, wall and ceiling finishes</li> <li>▪ supply and installation of new finishes, together with redecoration of timber and metal surfaces.</li> </ul>
<p><b>Heating systems and renewals</b></p>	<p>Design and installation of new and replacement heating systems including:</p> <ul style="list-style-type: none"> <li>▪ 12 year minimum expected life, high levels of energy efficiency using energy saving materials and design with low maintenance and easily available replacement elements</li> <li>▪ removal and renewal of individual heating systems components, including boilers, cylinders, tanks, pumps, motorised and zone valves, thermostatic radiator valves, radiators and emitters, pipework and insulation</li> <li>▪ installation in accordance with the latest edition of the Domestic Central Heating Installation Specification published by the Heating and Ventilating Contractors Association (HVCA)</li> <li>▪ provision of traditional heating systems and microgeneration systems.</li> </ul>
<p><b>Replacement windows and doors</b></p>	<p>Removal and replacement of PVC-U, aluminium and timber windows and doors sourced through LHC's U, A, TW and C framework arrangements using direct award or mini-competition sub-contract procedure.</p>
<p><b>Minor (schedulable) alterations</b></p>	<p>Minor associated alterations in accordance with project specifications prepared by LHC members' consultants or the appointed company including:</p> <ul style="list-style-type: none"> <li>▪ taking down and forming new internal walls and cupboards</li> <li>▪ replacing or renewing meter cupboards or housings</li> <li>▪ blocking up or forming new openings in internal walls</li> <li>▪ enlarging or blocking up openings in external walls</li> <li>▪ taking out fireplaces and chimneys and replacing or fixing air bricks, ventilators and the like</li> <li>▪ carrying out disability adaptations.</li> </ul>

<b>External decorations</b>	Preparation and redecoration of external surfaces including: <ul style="list-style-type: none"> <li>▪ smooth and textured rendered wall surfaces</li> <li>▪ painted pebbledash and brickwork surfaces</li> <li>▪ timber-clad surfaces, doors, windows and frames</li> <li>▪ pipe-work, gutters and above ground drainage rainwater pipes</li> <li>▪ fascia boards, bargeboards, soffits and eaves</li> <li>▪ fences and gates.</li> </ul>
<b>Wall repairs</b>	Brick, block, rendered and dressed masonry wall repairs, repointing and cleaning, as well as concrete repair assessments and works.
<b>Rainwater goods, soffits and fascias</b>	Repairs and replacements of soffits, fascias and eaves of all types. Removal and replacement of rainwater goods including calculation and consideration of run-off rates.
<b>Minor roof repairs</b>	Minor roof repairs to flat and pitched roofs including: <ul style="list-style-type: none"> <li>▪ temporary emergency repairs</li> <li>▪ removing mosses, vegetation dirt and grime and cleaning tiles, slates, verges, hips and ridges</li> <li>▪ raking out or removing, re-bedding and re-pointing and re-clipping existing or renewing verges, undercloaks, hips, valleys, ridges and vent tiles</li> <li>▪ removing and renewing hip-irons</li> <li>▪ replacing isolated or small areas of tiles or slates</li> <li>▪ repairing or taking off and renewing and re-pointing lead flashings, soakers, trays, linings and gutters</li> <li>▪ applying liquid waterproofing or bitumen compound and sand dressings</li> <li>▪ sealing cracks and blisters and patch repairing felt and asphalt roofing, upstands, gutters, rainwater outlets, edgings etc</li> <li>▪ applying solar reflective paint</li> <li>▪ removing and renewing chippings on cold compound.</li> </ul>
<b>Flat roof replacements</b>	Flat roof replacements sourced through LHC's FR1 framework arrangement using direct award or mini-competition sub-contract procedure.
<b>Void management</b>	Void management services sourced through LHC's V5 framework arrangement using a direct award or mini-competition sub-contract procedure.

## Workstream 2 – Energy saving measures and services offered

The provision of qualifying energy saving actions described in The Electricity and Gas (Community Energy Saving Programme) Order 2009 (CESP) and Electricity and Gas (Carbon Emissions Reduction) Order 2008 (CERT), The European Energy Recovery Programme (EERP), Energy Company Obligation (ECO) as well as various other funding initiatives currently available, planned or proposed.

Appointed companies coordinate with nominated energy suppliers or generators to maximise available funding.

### Energy surveys, assessments and proposals

Home Energy Advice Packages (HEAPs) which satisfy the requirements of OFGEM, including:

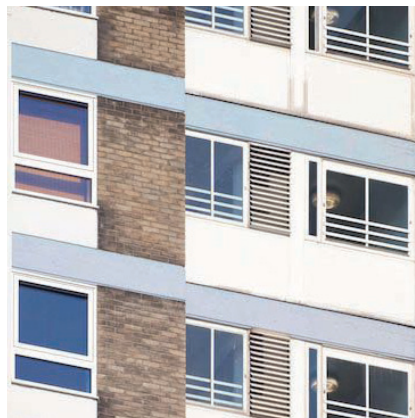
- home energy surveys, covering existing lower cost and cost-effective measures, and the nature of the space, water, heating, lighting and appliances within dwellings
- home energy assistance, including advice on the use of lighting, appliances, hot water and space heating and motivational support
- a home energy report, covering the recommendations, behaviours and contact details for further advice and assistance.

In addition comprehensive energy assessments based on extended energy surveys and comprehensive proposals to achieve maximum energy savings.

### Heating upgrades

Heating upgrades to CESP requirements, including:

- replacement of 'G' rated with 'A' or 'B' rated boilers
- heating controls when provided with a new boiler, including programmers, time switches, independent or programmable room thermostats, cylinder thermostats, boiler interlock arrangements, thermostatic radiator valves, zone valves, automatic bypass circuits and valves
- provision of design and installation services for connecting to, metering and upgrading district heating schemes, including combined heat and power, biomass, biogas, geothermal, energy recovery or industrial waste heat systems.



## Microgeneration

Design and installation services for a range of microgeneration systems including:

- air and ground source heat pumps
- biomass boilers
- solar thermal generation
- photovoltaic generation
- combined heat and power (CHP)
- hydroelectric installations
- wind turbines.

Work carried out by fully accredited Microgeneration Certification Scheme (MSC) installers.

Products are approved by the MSC scheme.

## Fuel switching

Coordination with energy suppliers or generators to promote and offer full or partial change from coal, electricity or oil to mains gas supply.

## Internal/External Insulation

Insulation sourced through LHC's N6 framework arrangement, including:

- loft insulation
- cavity wall insulation
- internal and external solid wall insulation
- draught proofing

using direct award or mini-competition sub-contract or supplier procedure.

## Replacement Windows and Doors

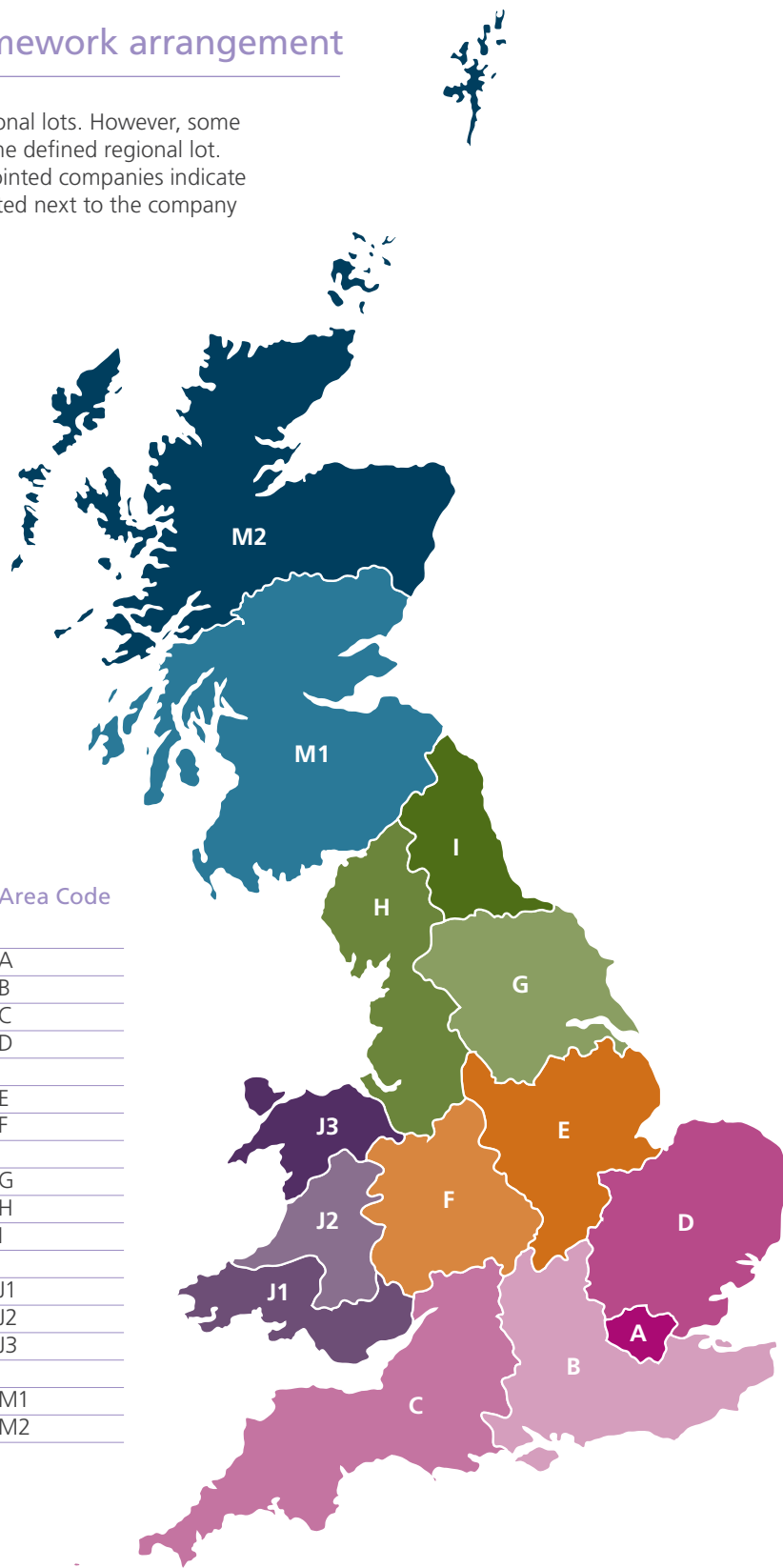
Removal and replacement of PVC-U, aluminium and timber windows and doors sourced through LHC's U, A, TW and C framework arrangements using direct award or mini-competition sub-contract procedure.



## Areas covered by the WH1 framework arrangement

LHC appoints companies to operate in defined regional lots. However, some companies do not always operate in the whole of the defined regional lot. The table below identifies area codes in which appointed companies indicate their normal operation. These area codes are indicated next to the company details on page 11.

Regional Lot	Area of Operation	Area Code
1 Southern England	London	A
	South East England	B
	South West England	C
	East of England	D
2 Midlands	East Midlands	E
	West Midlands	F
3 Northern England	Yorkshire & Humber	G
	North West England	H
	North East England	I
4 Wales	South Wales	J1
	Mid Wales	J2
	North Wales	J3
5 Scotland	Southern Scotland	M1
	Northern Scotland	M2



## Appointed companies

### Workstream 1 General Refurbishment



#### Apollo Property Services Group Ltd

Appointed Regional Lots 1, 2, 3, 4 & 5  
For Contact Details Visit:  
[www.lhc.gov.uk/apollo](http://www.lhc.gov.uk/apollo)  
[www.theapollogroup.co.uk](http://www.theapollogroup.co.uk)



#### CLC Group Ltd

Appointed Regional Lots 3 & 4  
For Contact Details Visit:  
[www.lhc.gov.uk/clcgroup](http://www.lhc.gov.uk/clcgroup)  
[www.clcgroup.com](http://www.clcgroup.com)



#### Higgins Construction PLC

Appointed Regional Lot 1 (not South West)  
For Contact Details Visit:  
[www.lhc.gov.uk/higgins](http://www.lhc.gov.uk/higgins)  
[www.higginsconstruction.co.uk](http://www.higginsconstruction.co.uk)



#### Keepmoat Ltd

Appointed Regional Lots 1, 2, 3, 4 & 5  
For Contact Details Visit:  
[www.lhc.gov.uk/keepmoat](http://www.lhc.gov.uk/keepmoat)  
[www.keepmoat.com](http://www.keepmoat.com)



#### Lakehouse Contracts Ltd

Appointed Regional Lot 1  
For Contact Details Visit:  
[www.lhc.gov.uk/lakehouse](http://www.lhc.gov.uk/lakehouse)  
[www.lakehouse.uk.com](http://www.lakehouse.uk.com)



#### Mulalley and Company Ltd

Appointed Regional Lot 1 (not South West)  
For Contact Details Visit:  
[www.lhc.gov.uk/mulalley](http://www.lhc.gov.uk/mulalley)  
[www.mulalley.co.uk](http://www.mulalley.co.uk)



#### Thomas Vale Construction PLC

Appointed Regional Lot 2  
For Contact Details Visit:  
[www.lhc.gov.uk/thomasvale](http://www.lhc.gov.uk/thomasvale)  
[www.thomasvale.com](http://www.thomasvale.com)



#### Wates Construction Ltd

Appointed Regional Lots 1, 2, 3, 4 & 5  
For Contact Details Visit:  
[www.lhc.gov.uk/wates](http://www.lhc.gov.uk/wates)  
[www.wates.co.uk](http://www.wates.co.uk)



#### Willmott Dixon Partnerships Ltd

Appointed Regional Lots 1, 2, 3 & 4  
For Contact Details Visit:  
[www.lhc.gov.uk/willmottdixon](http://www.lhc.gov.uk/willmottdixon)  
[www.willmottdixon.com](http://www.willmottdixon.com)

### Workstream 2 Energy Saving Measures



#### Apollo Property Services Group Ltd

Appointed Regional Lots 4 & 5  
For Contact Details Visit:  
[www.lhc.gov.uk/apollo](http://www.lhc.gov.uk/apollo)  
[www.theapollogroup.co.uk](http://www.theapollogroup.co.uk)



#### Breyer Group Plc

Appointed Regional Lots 1 & 2  
For Contact Details Visit:  
[www.lhc.gov.uk/breyer](http://www.lhc.gov.uk/breyer)  
[www.breyergroup.co.uk](http://www.breyergroup.co.uk)



#### British Gas New Heating Ltd

Appointed Regional Lots 3, 4 & 5  
For Contact Details Visit:  
[www.lhc.gov.uk/britishgas](http://www.lhc.gov.uk/britishgas)  
[www.britishgas.co.uk/communityenergy](http://www.britishgas.co.uk/communityenergy)



#### Carillion Energy Services

Appointed Regional Lots 1, 2, 3, 4 & 5  
For Contact Details Visit:  
[www.lhc.gov.uk/carillion](http://www.lhc.gov.uk/carillion)  
[www.carillionplc.com](http://www.carillionplc.com)



#### Keepmoat Ltd

Appointed Regional Lots 1, 2, 3, 4 & 5  
For Contact Details Visit:  
[www.lhc.gov.uk/keepmoat](http://www.lhc.gov.uk/keepmoat)  
[www.keepmoat.com](http://www.keepmoat.com)



#### Wates Construction Ltd

Appointed Regional Lots 1, 2, 3, 4 & 5  
For Contact Details Visit:  
[www.lhc.gov.uk/wates](http://www.lhc.gov.uk/wates)  
[www.wates.co.uk](http://www.wates.co.uk)

This framework arrangement is effective from 1st September 2011 until 31st August 2013 with options to extend to 31st August 2014 and 31st August 2015.

For the latest details visit [www.lhc.gov.uk/wh1](http://www.lhc.gov.uk/wh1)



A Centre of Excellence for public sector procurement solutions  
for the construction, refurbishment and maintenance of buildings