WHY WORK WITH 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.

Knowledge and experience of procurement
Our organisation began half a century ago and over five decades we’ve developed and shaped our service to meet the evolving needs of our clients.

Recognised technical expertise
Our technical expertise is built on continuous research by our team of technical specialists who consult with clients on the outcomes they need and suppliers on the range of available solutions.

Commitment to better buildings and homes
Our ultimate goal is helping our clients deliver better environments for the communities they serve, a goal we support through our frameworks, that address every aspect of quality, and our selection of the most appropriate suppliers.

Fast and efficient procurement
Once LHC appointed companies are 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 start quickly.

Financial gains
Working with LHC frameworks gives suppliers access to construction, refurbishment and maintenance projects of over £200m each financial year. Clients who spend more than £200,000 on two or more frameworks in a year will benefit from a share in the LHC operating surplus we return to Members.

Please read this guide in conjunction with the LHC guide to understanding and using pre-tendered frameworks, available on our website.

WWW.LHC.GOV.UK/MEMBERSHIP

About this framework agreement

The LHC framework agreement for Heating Services is available to all local authorities, housing associations and other public sector bodies in Scotland.

This free to use framework offers:
-- Technically capable heating and maintenance contractors who can provide landlords with annual safety records and both general and emergency 24/7, 365 day response for servicing and repairs to domestic heating and small commercial systems
-- OJEU compliant framework solution valid from 1st January 2016 – 31st December 2019
-- Clients with gas safety compliance
-- Clients with the choice of SMEs for smaller local projects and main contractors for larger opportunities
-- Services for all heating appliance (gas, oil, solid fuel and renewable) and connected systems managed or replaced
-- Two workstreams: (1) Third-party gas auditors and consultants, and, (2) Heating Services and repairs

This framework agreement has been established in strict compliance with UK Public Sector procurement rules for use by public sector bodies in Scotland as detailed in the buyer profile (www.lhc.gov.uk/buyerprofile) and as specified in the Contract Notices:
-- 2015 – OJS077 – 136521
These were published in OJEU in April 2015, which resulted in 13 applications.
After the rigorous LHC assessment process, five companies have been appointed across two regions
The LHC Heating Services (HS1) framework is effective for a four year period from 1st January 2016 to 31st December 2020

This framework is designed to provide:
-- Public sector and housing association clients with gas safety compliance
-- Clients with the choice of SMEs for smaller local projects and main contractors for both large and small opportunities
-- Services for all heating appliance (gas, oil, solid fuel and renewable) and connected systems managed or replaced
-- Access to third-party auditors that audit clients gas policies, operations and the contractors
-- Various service and breakdown packages
Details of products and services

This framework arrangement provides planned maintenance and reactive repairs duties required by:

-- The Gas (Safety and Use) Regulations 1998
-- Housing (Scotland) Act 2001 – Right to Repair
-- Scottish Building Regulations/ Technical Handbook (Domestic – 3.20.20)

Due the diversity of our members and clients, this framework arrangement shall include all types of buildings:

-- Individual dwellings – houses and flats
-- Houses of multiple occupancy
-- Residential blocks – low and medium rise and tower blocks
-- Residential homes including those with vulnerable persons
-- Other public bodies residential properties
-- Additional small commercial properties managed by property teams such as:
  -- Commercial offices buildings, central or local housing team offices, halls and day care centres
-- Other properties owned or managed by public bodies

The framework shall provide user the ability to provide the service in the following types:

-- Their own properties - offices, libraries, sports hall etc
-- Their own tenanted housing
-- Leaseholders within the managed blocks
-- Leaseholders and home owners within their jurisdiction

Details of each workstream

Workstream 1 – Third-party gas auditors and consultants

Companies appointed to this framework can undertake the following tasks:

-- Tender preparation, evaluation and product specification advice
-- Third-party auditing of members’ and clients’ in house procedures (Gap Analysis)
-- Gas awareness training seminars (tailored for technical and non-technical staff)
-- Monitoring and routine inspection (review of control measures)
-- Auditing of central heating installations
-- Auditing of gas servicing and maintenance contracts
-- Risk assessment of member’s and client’s gas safety policy and procedures
-- Auditing Landlords Gas Safety Record (LGSR and other service reports)
-- Post servicing and on-site installation quality control inspections
-- Witness contractor performance

Workstream 2 – Heating servicing and repairs

The appointed companies will be able to undertake the following tasks:

-- Planned and responsive service tasks
-- Repairs
-- Responsive repair calls (breakdowns)
-- Routine service
-- Gas safety inspection visits
-- Provide landlords Gas Safety Record (LGSR)
-- Void check & commission
-- Gas awareness training
-- Help desk (call centre)
-- Replacement heating systems and renewals
-- Replacement of appliances
-- Dwelling survey
-- Replacement project management

The contracting authority shall provide its own terms and contract types. However, the following contract types are outlined:

-- 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)

This includes the scope to replace defective component from boilers to full heating system, as reactive one-offs or planned replacement of the heating systems under contract.

Please Note

This framework is for new heating systems only (gas, oil and renewables). For refurbishment and replacement works, refer to the Energy Efficiency and Refurbishment framework (N7).
LHC Framework Agreements provide compliance, quality and best value to clients, with a streamlined process for engaging with supplier companies.

About a tender

Interested companies were invited to complete a Pre-Qualification Questionnaire (PQQ), prepared and formatted in accordance with PAS 91:2013 ‘Construction pre-qualification questionnaires’, before inviting selected companies to complete an ITT and Offer Document.

PAS 91:2013 was published by the British Standards Institution and sponsored by the Department for Business, Innovation and Skills (BIS) to provide a consistent set of pre-qualification questions to be used throughout construction procurement.

Stage 1: Selection criteria
- Financial standing
- Compliance with EU/UK legislation
- Applicant’s organisation
- Quality management and procedures
- Environmental management
- Sustainability and social inclusion policies
- Health and safety management
- Experience of working in the public sector
- Administrative and technical support provided to the client

Stage 2: Invitation to tender
The companies that scored sufficient marks in the PQQ were invited to complete an offer document (invitation to tender).
The offer document provided detailed service and product specifications and sought a response from companies on their conformity to these requirements.
From pre-qualification to call-off contract

The diagram below shows the process a supplier completes to become an LHC appointed company and to be awarded a contract (or “call-off”). It also highlights the support LHC provides once a project is live.

<table>
<thead>
<tr>
<th>Pre-qualification questionnaire</th>
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<tbody>
<tr>
<td>Suppliers complete a pre-qualification questionnaire accessing:</td>
</tr>
<tr>
<td>- Company standing</td>
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<tr>
<td>- Financial standing employment practices environmental awareness capacity and geographical range</td>
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<tr>
<td>- Installation capability</td>
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<tr>
<td>- Technical capability</td>
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<tr>
<td>- Quality systems management capability</td>
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<tr>
<td>- Experience of supply to the public sector</td>
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<tr>
<td>- Sustainability and social value</td>
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<tr>
<th>Offer documents and evaluation</th>
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<tr>
<td>Selected suppliers submit offer documents covering:</td>
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<tr>
<td>- Specification for products and services</td>
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<td>- Testing and certification</td>
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<tr>
<td>- Service capability</td>
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<tr>
<td>- Pricing</td>
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<tr>
<td>Scores are then awarded to each supplier in respect of each evaluation criteria.</td>
</tr>
<tr>
<td>A detailed evaluation report is prepared which shows for each tenderer a:</td>
</tr>
<tr>
<td>- Weighted score under each heading</td>
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<tr>
<td>- Value for money index</td>
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<tr>
<td>- Company or companies recommend for appointment</td>
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<table>
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<tr>
<th>Appointing companies</th>
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<tbody>
<tr>
<td>Our aim is giving LHC clients and Members a choice of appointed companies to work with. Numbers vary per framework in line with anticipated demand and subject to the number of qualifying suppliers.</td>
</tr>
<tr>
<td>- All suppliers are notified of the results and the unsuccessful tenderers can choose to have a debriefing to help improve future offers</td>
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<tr>
<td>- Contract Award Notices are published in the Official Journal of the European Union (OJEU) and on the LHC website</td>
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</tbody>
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<table>
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<tr>
<th>Awarding contracts “Call-offs”</th>
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<tbody>
<tr>
<td>When buyers are ready to choose a supplier for an individual project they should start the process by talking to LHC. We will coordinate either a direct award, if there is a single supplier on a framework, or a mini-competition if there are several.</td>
</tr>
<tr>
<td>- A mini-competition involves all capable appointed companies</td>
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<tr>
<td>- A direct award is made to a single company, with justifiable reasoning, without reopening competition</td>
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</tbody>
</table>

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<tr>
<th>Works commence or complete</th>
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<tbody>
<tr>
<td>LHC provides support and technical assistance throughout the life of a project, as required:</td>
</tr>
<tr>
<td>- To ensure high quality standards are maintained</td>
</tr>
<tr>
<td>- Service levels are fulfilled</td>
</tr>
<tr>
<td>- Delivery periods are met</td>
</tr>
<tr>
<td>LHC also welcomes discussion and feedback on completion of projects</td>
</tr>
</tbody>
</table>

Award weighting criteria

Both workstreams are 60/40 Quality/Price. Award weighting criteria are established on each individual framework and can be flexible to a buyer’s individual needs. Public sector officers can obtain a copy of the full evaluation report from LHC.

The PQQ tender process included a capability qualification stage to ensure appointed companies can manage service contracts in each location.

60%

Quality
-- Comprehensiveness of service
-- Contract service and delivery
-- Contract scenario submissions
-- Customer service

40%

Pricing
-- Comprehensive schedule of prices
-- Elemental activities
The framework in action

As well as providing compliance, quality and best value to clients, the LHC Heating Services Framework supports a streamlined process from the award of a contract (call-off) to completion of a project.

Confirmed competitive market prices
Prices in place at call-off stage maintaining best value as established in the evaluation stage.

Quick and efficient procurement
Speedy access to LHC appointed companies and the options of a mini-competition or direct award to enable the final selection of a supplier or supplier(s) for a project.

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 project through monitoring in accordance with ISO 9001 Quality Management System.

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

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.

Advice on design and regulatory compliance
Guidance on interpretation and conformity to statutory regulations and planning requirements.

Delivery periods guarantee
Guaranteed delivery periods that ensure services and works are delivered to meet work schedules.

Workstream 1
Third Party Gas Auditors and Consultants

**CORG'I Technical Services**
Appointed for areas: M2 M3 M5
For contact details visit: [www.lhc.gov.uk/corgi](http://www.lhc.gov.uk/corgi)
[www.corgitechnical.com](http://www.corgitechnical.com)

**Certsure LLP**
Appointed for areas: M2 M3
For contact details visit: [www.lhc.gov.uk/certsure](http://www.lhc.gov.uk/certsure)
[www.niceic.com](http://www.niceic.com)

**PH Jones**
Appointed for areas: M2 M3
For contact details visit: [www.lhc.gov.uk/phjones](http://www.lhc.gov.uk/phjones)
[www.phjones.com](http://www.phjones.com)

**Dalex Systems**
Appointed for areas: M2 M3 M5
For contact details visit: [www.lhc.gov.uk/dalex](http://www.lhc.gov.uk/dalex)
[www.dalexsystems.co.uk](http://www.dalexsystems.co.uk)

**Everwarm**
Appointed for areas: M2 M3 M6 M5
For contact details visit: [www.lhc.gov.uk/everwarm](http://www.lhc.gov.uk/everwarm)
[www.everwarmgroup.com](http://www.everwarmgroup.com)

Workstream 2
Heating Services and Repairs

**British Gas Social Housing Ltd t/a PH Jones**
Appointed for areas: M2 M3
For contact details visit: [www.lhc.gov.uk/phjones](http://www.lhc.gov.uk/phjones)
[www.phjones.com](http://www.phjones.com)

Regional lots
- **M2** South Western Scotland
- **M3** Eastern Scotland
- **M5** North Eastern Scotland
- **M6** Highlands and Islands
Framework agreement for heating services

Including:
Auditing and compliance
Gas servicing and repairs

The heating services framework agreement for Scotland is effective from 1 January 2016 until 31 December 2019

Enquiries: 0131 306 0176
LHC.GOV.UK