FRAMEWORK AGREEMENT GUIDE
For the supply of kitchen cabinets and worktops

Trusted procurement for better buildings and homes
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 kitchen cabinets, worktops and associated products is available to public sector organisations in England, Wales and Scotland.

Fully OJEU compliant, it addresses the manufacture, supply and delivery of goods and enables confident procurement of quality, best value products in alignment with the needs of residents.

Product range key features

-- All timber products used are from sustainable, fully certified chain of custody sources that fully comply with the EU Timber Regulations
-- Durable product specification guaranteeing a range of consistently high quality units and worktops
-- Ergonomic design maximises workspace and storage capacity in compliance with minimum requirements
-- Choice of Glue and Dowel or Cam and Dowel manufacture
-- Wide range of door/drawer front styles and colours (depending on supplier)
-- Specialist height adjustable kitchen furniture designed for use by persons with special needs
-- Supply of ‘A+++’ rated appliances
-- Stainless steel sinks and chrome taps
-- Under cabinet lighting
-- 20 year product guarantee
-- Guaranteed availability of replacement parts

Specialist design support services

-- All companies appointed to this framework offer a full survey and design service
-- Specific services addressed by this framework are:
  - Kitchen planning requirements
  - Design and regulatory issues (e.g. Building Regulations)
  - Provision of advice to ensure conformity programming and assistance with resident liaison

This framework agreement 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) and as specified in the Contract Notices:

-- 2013/S 214-371845 London
-- 2013/S 214-371953 England
-- 2013/S 214-371912 Wales
-- 2013/S 214-371981 Scotland

These were published in OJEU in November 2013 with six successful tenderers appointed in July 2014.
About the tender

Interested companies were invited to complete a Pre-Qualification Questionnaire (PQQ), which sought detailed information on several criteria, prepared and formatted in accordance with PAS 91:2010 ‘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

-- Business and legal standing
-- Economic and financial standing
-- Employment practices
-- Health and safety management
-- Sustainability and environmental management
-- Capacity and geographic range
-- Technical capability including quality management and experience of working in the public sector
-- Managerial capability, product range and support
-- 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.
LHC Framework Agreements provide compliance, quality and best value to clients, with a streamlined process for engaging with supplier companies.
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>
<th>Suppliers complete a pre-qualification questionnaire accessing:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>-- Company standing</td>
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<tr>
<td></td>
<td>-- Financial standing employment practises environmental</td>
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<tr>
<td></td>
<td>awareness capacity and geographical range</td>
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<td></td>
<td>-- Installation capability</td>
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<td></td>
<td>-- Technical capability</td>
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<td>-- Quality systems management capability</td>
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<td></td>
<td>-- Experience of supply to the public sector</td>
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<td>-- Sustainability and social value</td>
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<table>
<thead>
<tr>
<th>Offer documents and evaluation</th>
<th>Selected suppliers submit offer documents covering:</th>
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<tr>
<td></td>
<td>-- Specification for products and services</td>
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<td>-- Testing and certification</td>
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<td></td>
<td>-- Service capability</td>
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<td>-- Pricing</td>
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<td></td>
<td>Scores are then awarded to each supplier in respect of</td>
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<td>each evaluation criteria.</td>
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<td><strong>A detailed evaluation report is prepared which shows for each tenderer a:</strong></td>
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<tr>
<td></td>
<td>-- Weighted score under each heading</td>
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<td></td>
<td>-- Value for money index</td>
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<tr>
<td></td>
<td>-- Company or companies recommended for appointment</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Appointing companies</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-- All suppliers are notified of the results and the unsuccessful tenderers can choose to have a debriefing to help improve future offers</td>
</tr>
<tr>
<td></td>
<td>-- Contract Award Notices are published in the Official Journal of the European Union (OJEU) and on the LHC website</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Awarding contracts “Call-offs”</th>
<th>When buyers are ready to choose a supplier for an individual project they should start the process by talking to LHC. LHC will coordinate either a direct award, if there is a single supplier on a framework, or a mini-competition if there are several.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-- A mini-competition involves all capable Appointed Companies</td>
</tr>
<tr>
<td></td>
<td>-- A direct award is made to a single company, with justifiable reasoning, without reopening competition</td>
</tr>
</tbody>
</table>

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

Award weighting criteria are established based on each individual framework agreement and can be flexed to a buyer’s individual needs.

40% Price

Prices were tendered using two methods:

- A built up matrix of selected commonly specified cabinet and worktop types to enable future verification
- A contract scenario for the refurbishment of 90 dwellings of differing kitchen specifications fully priced and submitted as detailed quotations

The contract scenario was used in the evaluation analyses.

20% Essential requirements

Companies were assessed on which products and services considered to be essential to the framework they were able to provide.

They were scored with either a pass or fail.

20% Structured interview

A series of questions was prepared to examine the administrative and production procedures carried out.

Responses were gained during a structured interview at the supplier’s premises.

20% Qualitative assessments

Product quality
Sample products were inspected during a factory inspection and particular attention was paid to the quality of components, finish and appearance of completed units, quality of fabrication, robustness of construction, fixing and operation of hardware plus the quality of packaging.

Administration procedures and support services
Procedures operated by the companies were assessed from responses and illustrations given within the completed offer document, and at detailed interview stage. Areas covered were from initial project registration through to programme delivery.

Design and technical assistance
Companies were scored on their ability to offer assistance on the choice of cabinets and worktops along with layout design to meet minimum capacity requirements and any special needs or mobility requirements.

Advice on statutory regulations, support in planning and residents’ liaison were also addressed and are available.

Other qualitative assessments
Each company was also required to submit information demonstrating their financial stability, sustainable procurement strategies, social inclusion strategies and overall positive reputation.
The framework in action

As well as providing compliance, quality and best value to clients, this framework agreement, for kitchen cabinets, worktops and associated products, will support a streamlined process from the award of a contract ("call-off") to completion of a project.

Quick and efficient procurement
Mini-competition and direct award available 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 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 kitchen planning requirements.

Specification and production standards
High level specifications and approval to latest British and European standards.

Delivery periods guarantee
Guaranteed delivery periods ensure products arrive to meet your work schedules.
Product ranges and options

There are four categories of range available on this framework. While details of each range will vary between suppliers, they have a common set of features as specified below.

All kitchen cabinets standard non-moisture resistant board of minimum 15mm thickness with the option of up-grading to moisture resistant carcase material where specifically required. Cabinets can be of either Cam and Dowel or Glue and Dowel construction depending on manufacturer.

Worktops are all moisture resistant in a range of finishes and either 30mm or 40mm thick.

<table>
<thead>
<tr>
<th>Appointed Company</th>
<th>Construction</th>
<th>Range A</th>
<th>Range B</th>
<th>Range C</th>
<th>Range D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moores</td>
<td>Glue &amp; Dowel</td>
<td>Jazz</td>
<td>Valente</td>
<td>Linton</td>
<td>Ajusta Jazz</td>
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<tr>
<td>moores.co.uk</td>
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<tr>
<td>Premiere Kitchens</td>
<td>Glue &amp; Dowel</td>
<td>Senator</td>
<td>Hapton</td>
<td>Tyrone</td>
<td>Senator assisted living</td>
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<tr>
<td>premierekitchens.co.uk</td>
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<tr>
<td>Richmond Cabinet Co.</td>
<td>Cam &amp; Dowel</td>
<td>Moorland</td>
<td>Bowland</td>
<td>Lakeland</td>
<td>Moorland Bowland Lakeland</td>
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<tr>
<td>richmondcabinet.co.uk</td>
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<tr>
<td>Rixonway Kitchens</td>
<td>Cam &amp; Dowel</td>
<td>Trieste</td>
<td>Portofino</td>
<td>Linton Sorrento</td>
<td>Ultima Trieste</td>
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<tr>
<td>rixonway.co.uk</td>
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<td>Monzo</td>
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<tr>
<td>Symphony</td>
<td>Cam &amp; Dowel</td>
<td>Gallay</td>
<td>Colorado</td>
<td>Ainsdale</td>
<td>Esprit Galway</td>
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<tr>
<td>symphony-group.co.uk</td>
<td></td>
<td>Hacienda</td>
<td>Kansas</td>
<td>Calgary</td>
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<td>Minnesota</td>
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<td>Virginia</td>
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<tr>
<td>JCT</td>
<td>Cam &amp; Dowel</td>
<td>Craftsman</td>
<td>Styleline</td>
<td>Shaker</td>
<td>Mobiflex</td>
</tr>
<tr>
<td>jctfurnituregroup.com</td>
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Visit the company websites for further details of their offered range of products.

The available ranges will vary dependant on supplier but will generally consist of the following:

**Range A Entry Level**
White/cream carcase with choice of MFC slab frontals, associated handles and worktops.

**Range B Mid Range**
White/cream or colour co-ordinated carcase with choice of foil wrapped ‘saponetta’ style frontals, associated handles and worktops.

**Range C Upper Range**
Colour co-ordinated carcase with choice of moulded panel frontals, associated handles and worktops.

**Range D Special Needs**
Manual height adjustable worktops and wall units with a choice of frontals and worktop colours along with high strength D handles, wire work and taps suitable for use by those with impaired mobility.

### Associated products

All ranges are available with the following options:

- 110 or 170 degree hinges
- Soft close devices
- Lockable door drawer fronts
- Wire work (storage baskets etc)
- Plinth seals
- Tile savers
- Stainless steel sink units to BS EN 13310 are available in either single or 1 1/2 bowl, in-set or sit on
- A range of chromed taps, pillar, deck or mono block are available in various styles
- Various under cabinet lighting units are also available
- Suppliers are also able to offer a range of ‘A+++’ rated appliances if required
LHC Appointed Companies are selected based on price, essential requirements, a range of qualitative assessments and a structured interview.
Appointed companies

Moores Furniture Group
Appointed for areas: A B C D E F G H I J1 J2 J3 M1 M2
For contact details visit: lhc.gov.uk/moores moores.co.uk

Premiere Kitchen Ltd
Appointed for areas: A B C D E F G H I J1 J2 J3
For contact details visit: lhc.gov.uk/premier premierekitchens.co.uk

Richmond Cabinet Co. Ltd
Appointed for areas: B C D E F G H I J1 J2 J3
For contact details visit: lhc.gov.uk/richmond richmond-cabinet.co.uk

Rixonway Kitchens
Appointed for areas: A B C D E F G H I J1 J2 J3 M1 M2
For contact details visit: lhc.gov.uk/rixonway rixonway.co.uk

Symphony Group Plc
Appointed for areas: A B C D E F G H I J1 J2 J3 M1 M2
For contact details visit: lhc.gov.uk/symphony symphony-group.co.uk

JTC Furniture Group
Appointed for areas: M1 M2
For contact details visit: lhc.gov.uk/jtc jtcfurnituregroup.com

Regional lots
A London
B South East England
C South West England
D East of England
E East Midlands
F West Midlands
G Yorkshire & Humber
H North West England
I North East England
J1 South Wales
J2 Mid Wales
J3 North Wales
M1 South Scotland
M2 North Scotland

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Framework agreement for the supply of kitchen cabinets and workshops

Manufacture, supply and delivery

Choice of cabinet design options with impaired mobility

Extensive range of moisture resistant worktops

Associated products including sinks, taps and energy rated appliances

This framework agreement is effective from 1st July 2014 until 30th June 2018.

England and Wales enquiries: 01895 274850
Scotland enquiries: 0131 306 0176

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