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A framework guide for Heating Services (HS1)

The new shape of
procurement in Wales

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Introducing the WPA

The Welsh Procurement Alliance (WPA) is a new approach for procurement in Wales, created for organisations that buy products and services for the construction, refurbishment and maintenance of social housing and public buildings. It is backed by LHC, one of the leading and most respected procurement companies in the UK.

The WPA results from discussions with LHC members in Wales who saw the huge potential of having a centre of excellence for procurement – focused on construction and refurbishment – which exclusively addresses Welsh needs, standards and aspirations.

Its formation is timely, coinciding as it does with the new procurement regulation in Wales which places additional requirements on organisations involved in procurement using public funds. The significant new requirements are as follows:

- All spends of £50,000 and above must be compliant with the new regulation, a much lower threshold than previously
- The specific social value and community benefit of each spend over this threshold must be stated (a requirement from 1st June 2016)
- Each organisation must publish a procurement strategy showing how local needs will be met (a requirement from 31st December 2016)

In this changing landscape for procurement and with its sole focus on Wales, the WPA will be a hub of knowledge and insight for its partners, working in partnership with them to develop Welsh best practice, social value from procurement and positive outcomes for Welsh communities.

What makes the WPA different?

WPA is set to change the landscape of procurement in Wales, bringing significant benefits to partners and the communities they serve.

Our vision is to be the recognised centre of excellence for procurement in Wales, successful at ensuring every pound spent on the construction and refurbishment of public buildings and social housing adds to the quality of life enjoyed by the Welsh communities we serve.

Active partnerships

Every partner can contribute to the frameworks WPA creates. They can ensure the requirements and specifications meet the needs of local communities and Welsh quality, price and value standards.

Better procurement

The sharing of knowledge will drive both the precision and usability of frameworks, while at the same time enabling each partner to grow their insights into better procurement for social housing and public buildings, and develop effective strategies that meet regulatory requirements.

Generating a collective fund

By using WPA frameworks for purchasing, partners within the alliance who spend over a specified threshold will receive a rebate which they can choose to contribute to The WPA Collective Fund for investment in community projects of shared benefit. Alternatively, some or the entire rebate can be returned to the individual partner to support their own sustainable procurement strategy.

Backed by LHC

With a history that extends back half a century, LHC is one of the most experienced and respected providers of procurement frameworks in the construction sector. As a not-for-profit organisation it shares an ethos with the clients it supports with procurements services.

LHC will produce, house and manage the frameworks initiated by WPA partners, giving direct access to a tried and tested system that ensures compliance, quality and best value for clients, at the same time as enabling frameworks entirely shaped for Welsh requirements.

Free membership

Joining the WPA is free for any organisation that is fully or part publicly funded. The membership application form can be downloaded here:

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About this framework

The WPA framework for Heating Services is available to all organisations in Wales that are fully or part publicly funded.

Fully OJEU compliant, this framework is relevant for heating services delivered through two workstreams:

- Workstream 1: Third-party gas auditors and consultants
- Workstream 2: Heating services and repairs

This framework offers:

- Approved 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
- Our partners with gas safety compliance
- Services for all heating appliances (gas, oil, solid fuel and renewable) and connected systems managed or replaced
- Planned maintenance and reactive repair duties required by: The Gas (Safety and Use) Regulations 1998, Housing (Wales) Act 2001 - Right to Repair, Welsh Building Regulations/Technical Handbook (Domestic - 3.20.20)
- Our partners with the choice of SMEs for smaller local projects and main contractors for larger opportunities

This framework has been established in strict compliance with the Welsh public sector procurement rules for use by publicly funded organisations in Wales as detailed in the WPA buyer profile (www.Welshprocurement.scot/buyerprofile)

Contract notices were issued by LHC on behalf of the Welsh Procurement Alliance (WPA), and is specified below:

- 2015-OJS077-136521 Wales

The framework in action

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

Competitive market prices

Prices in place at call-off stage maintain best value as established in the evaluation stage.

Quick and efficient procurement

Speedy access to WPA framework suppliers and the options of a mini-competition or direct award to enable the final selection of a supplier(s) for a project.

Instant access to project data

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

Delivery periods guarantee

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

Advice on design and regulatory compliance

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

Service levels guarantee

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

High quality standards

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

Quick project starts

Enabled by pre-tendered procurement that reduces the cost and time input by publicly funded organisations.

WPA framework suppliers have passed a rigorous evaluation process in order to serve the needs of our partners

About this tender

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

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 suitability to call-off contract

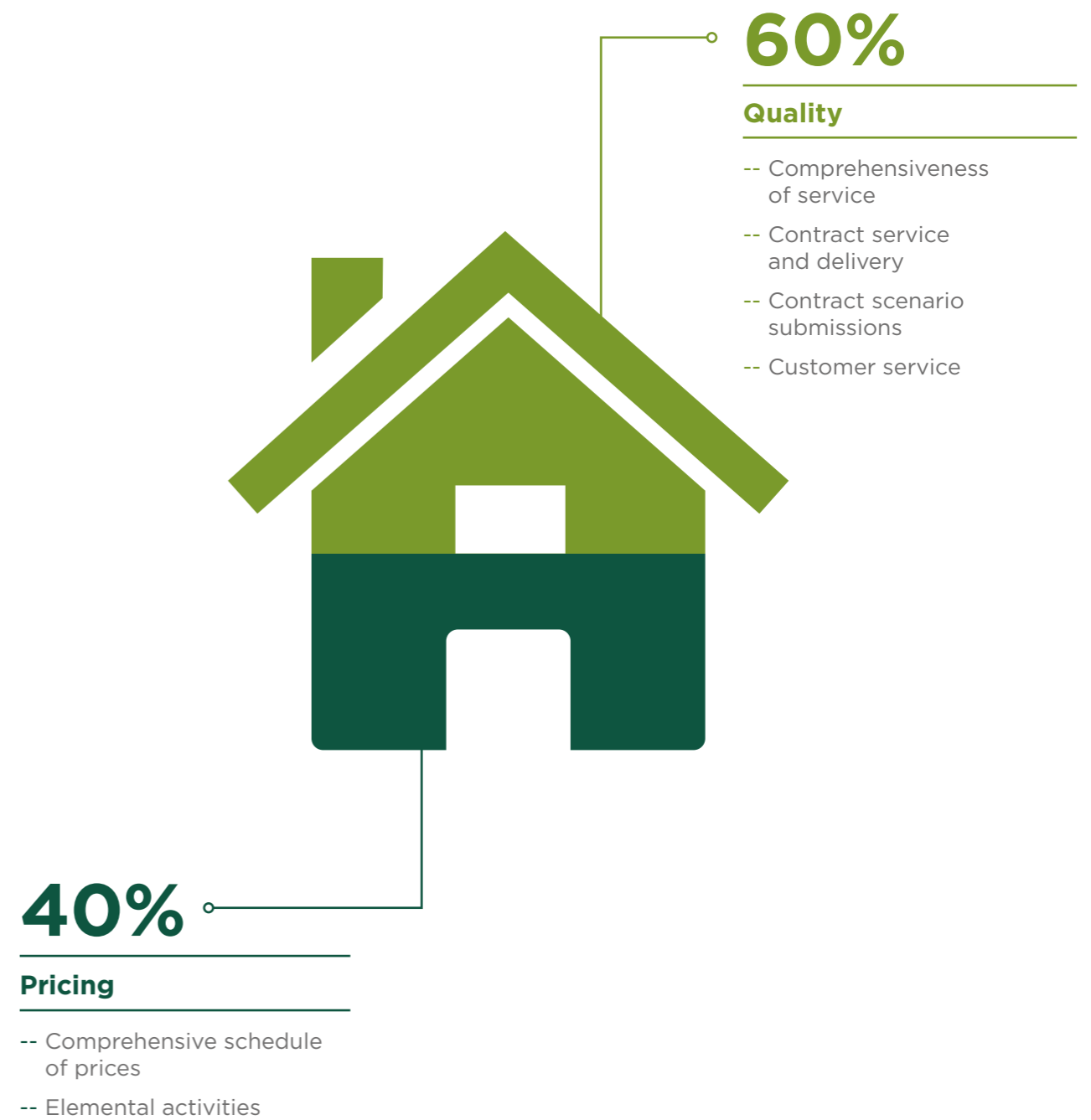
The diagram below shows the process a framework supplier completes in order to service the needs of WPA partners. It also highlights the support our partners receive.



Award weighting criteria

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

Workstreams 1 and 2 (services)



Details of each workstream

There are two workstreams within the WPA heating services framework: Third-party gas auditors and consultants and Heating servicing and repairs.

Workstream 1: Third-Party Gas Auditors and Consultants

- Tender preparation, evaluation and product specification advice
- Third-party auditing the partner's 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 the partner'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

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

The WPA partner 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.

WPA approved framework suppliers

Workstream 1: Third-Party Auditors

CORGI Technical Services

Appointed for areas:



Workstream 2: Heating Service, Repairs & Installations

Sure Maintenance

Appointed for areas:



British Gas Social Housing Ltd T/A PH Jones

Appointed for areas:



T Brown Group

Appointed for areas:



Regional lots

- J1 South Wales
- J2 Mid Wales
- J3 North Wales





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Framework for Heating Services:

Workstream 1: Third-party Gas Auditors and Consultants

Workstream 2: Heating Servicing and Repairs

This framework is valid until 31st March 2021

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