

LHC framework arrangement:  
Supply of kitchen cabinets and worktops plus  
associated products (K4)  
Effective from 1st June 2010



**LHC**



Procurement Guide

# Why use the LHC K4 framework arrangement?

## Introduction

This K4 Procurement Guide provides basic information on the products and services available from all companies appointed to this LHC framework arrangement and describes the tender process by which the framework has been established.

Detailed specifications and advice on how best to use this framework arrangement are included in the K4 Technical Guide which is available on the LHC website ([www.lhc.gov.uk/k4](http://www.lhc.gov.uk/k4)).

## Features and Benefits

The LHC K4 framework arrangement provides for the supply of kitchen units and worktops plus associated products.

The framework arrangement features and benefits include:

- **Ergonomic assessment** -----
- Robust specifications for 'standard' and 'enhanced' units and worktops including:
  - (new) Type P3 improved moisture resistant chipboard if required
  - **Repairable units** -----
  - Wide choice of frontal finishes and worktop colours
  - A range of associated products including sinks, taps and white goods
  - Special needs options available
- Service level commitment including:
  - Quick or standard delivery options of 48 and 76 hours respectively
  - Survey and design advice from experienced professionals
  - 10 year product defect guarantee as standard on all cabinets and worktops
- Competitive prices
  - Maximum price framework allowing competitive prices to be obtained at call-off stage

**Ergonomic assessment** allows flexibility of design whilst assuring maximum comfort for all residents, including special needs

**Repairable units** reduce cost and waste through the life of the kitchen



Detailed specifications and advice on how to best use this framework arrangement are included in the K4 Technical Guide ([www.lhc.gov.uk/k4](http://www.lhc.gov.uk/k4))

## Appointed Companies

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**manhattan**  
FURNITURE FOR KITCHENS

### Manhattan

Contact: Phil Kethro and Damian Sheridan  
Address: Blenheim Road, Lancing Business Park, Lancing,  
West Sussex, BN15 8UH  
Tel: 01903 524 300 Fax: 01903 750 679  
Email: philk@manhattan.co.uk and damians@manhattan.co.uk  
www.manhattan.co.uk

**rixonwaykitchens**

### Rixonway

Contact: Russell Owen and Tony Hughes  
Address: Rixonway Kitchens Limited, Shaw Cross Business Park,  
Dewsbury, West Yorkshire, WF12 7RD  
Tel: 01924 431 300 Fax: 01924 431 301  
Email: russellowen@rixonway.co.uk and tonyhughes@rixonway.co.uk  
www.rixonway.co.uk

**Symphony**<sup>®</sup>

### Symphony

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Email: richard.groves@symphony-group.co.uk  
www.symphony-group.co.uk

The framework arrangement is effective from: 1<sup>st</sup> June 2010 until 31<sup>st</sup> May 2012  
with option to extend to 31<sup>st</sup> May 2013 and 31<sup>st</sup> May 2014.

## Product Ranges and Options

### Standard Specification

The standard specification is cam and dowel constructed units, manufactured from a minimum 15mm P2 (non moisture resistant) chipboard, which is fully repairable.

All drawer boxes are enamel coated metal sides and back with nylon self lubricating wheels on enamel coated runners. They come with factory fitted self closing action and a mechanism at each side of the box to allow adjustment with a smooth wipe clear interior surface with no dirt traps.

An enhanced LHC specification is available with a superior P3 moisture resistant chipboard for longer life.

### Special Needs Specification

All units in the special needs specification comply with the following standards:

- BS 6222-2: 2009 Performance requirements and test methods
- BS 6222-3: 1999 Performance requirement for durability of surface finish and adhesion of surfacing and edging materials
- BS 1116: 2004 Kitchen furniture – Co-ordinating sizes for kitchen equipment and kitchen appliances
- FS 1010: 2010 FIRA Standard for kitchens for the disabled
- BS 8300: 2009 Design of buildings and their approaches to meet the needs of disabled people – code of practice

A specific range of units is manufactured from P2 non moisture resistant chipboard. All drawers come factory fitted with self closing action and a mechanism at each side of the box to allow adjustment with a smooth wipe clean interior surface with no dirt traps.

All units in the Standard and Enhanced specification comply to the following British Standards:

- BS1116 Coordinating Sizes
- BS14749 Safety Requirement
- BS6222 – 2 Structural Performance Level H (BS6222 – 2 Structural Performance Level G for special needs)
- BS6222 – 3 Performance requirements of surface finish

Both LHC's Enhanced and Standard options are available in four ranges in a selection of finishes and colours, with a choice of handles.

- **LHC A – Entry Level** consists of a flat panel door frontal with 4 finishes; a choice of 2 colours and 2 wood grain finishes, together with a selection from 4 handles.
- **LHC B – Mid Entry Level** consists of curved door frontal with 6 finishes; a choice of 4 colours and 2 wood grain finishes, together with a selection from 6 handles.
- **LHC C – High Level** consists of a square panel or moulded panel door frontal with routed detail. This range offers a choice of 4 finishes, 2 wood grain finishes, 2 knobs and 2 handles.
- **LHC D – Exclusive Level** consists of Shaker Style frontal with a choice of 4 finishes, 2 colours and 2 wood grain finishes, together with a choice of 4 standard handles.

The special needs specification is available in a choice of 4 colours and handles and includes the facility for adjustability of the worktop height at any point after installation, range of

sizes, contrasting worktop edges, pull out wire baskets, corner carousels and high strength D handles and a range of taps.

### Worktops

#### Two Levels of Worktops Specification

The General Duty and Improved Moisture Resistant Worktops comply with the following British Standards:

- BS 6222-3: 1999 Performance requirement for durability of surface finish and adhesion of surfacing and edging materials
- BS EN 438-1: 2005 High pressure laminates

The General Duty Worktop complies with:

- Type 2 of BS EN 312: 2003 Particleboards Specification (non moisture resistant)

The Improved Moisture Resistant Worktop complies with:

- Type 3 of BS EN 312: 2003 Particleboards Specification (identifiable moisture resistant material)

#### Ranges

- A choice of 8 worktop colour finishes
- Available in 30mm or 40mm thickness
- A choice of worktop profiles, bull nose or square edged
- Available in 500 or 600 widths and variety of straight lengths and L-shapes cut to size and edged all around

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## Associated Products and Services

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### Associated Products

All units for standard and enhanced ranges are available with the option of permanent or fixed hinges, lockable drawer and door fronts, plinths, seals, hinge repair kits and adjustable legs.

A range of sinks, taps and associated wastes are also available to include:

- Waste outlet assemblies to suit the sinktops and inset sinks offered
- High outlet pillar taps
- Lever taps
- Mixer taps
- Monobloc type taps
- Low pressure taps range
- Low pressure spray taps range
- Swivel spray taps
- Pull out spray taps
- Quarter turn ceramic taps for special needs use

Sinks comply with the following British Standards:

- BS 1244-2: 1988 Metal sinks for domestic purposes. Specification for sit on sinks and inset sinks



### Sink Ranges

- Single bowl or 1½ bowl

### Tap Ranges

The range of taps offered under the framework start from standard chrome pillar taps, lever taps, mixer taps, lever mono bloc taps.

A range of flow restrictor mono block taps with ergonomic design designed to comply with the Code for Sustainable Homes (CSH) Regulated to 4 litres per minute at 3 bar, code level 3 approved.

### Energy Rated Appliances

All appointed companies offer A-C rated appliances including:

- Fridges
- Washing machines
- Dishwashers
- Ovens
- Freezers
- Microwaves

Design features include adjustability of shelving, service zone to units, removable backs.

### Delivery

From receipt of an order, complete with full details, normal delivery will take just two to four weeks.

Delivery of replacement parts will be available in just 48 to 96 hours.

### Customer Online Portal

All LHC appointed companies will provide an exclusive online access system for clients to manage their procurement programme, from placing orders to downloading kitchen plans and surveys and sorting maintenance issues.

### Installation Option

As an optional requirement, all appointed companies offer a kitchen unit and worktop installation service to include measure, design and survey of kitchens to individual properties.

### Guarantees

All products are provided as standard with a manufacturer's guarantee of ten years.

Guaranteed availability of spare parts for a period of ten years.

### Sustainability

The green credentials of all appointed companies have been assessed by LHC in conjunction with our sustainability partner One Planet Products (OPP). All offer chain of custody certification and recycling schemes.

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## Peace of Mind

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### The Tender

The LHC K4 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 (2009/S 52-075122) was published in OJEU on 17<sup>th</sup> March 2009 with a subsequent restricted procedure tender process resulting in the selection of the successful tenderers on 28<sup>th</sup> April 2010.

### Selection Criteria

Interested tenderers were selected on the following criteria:

- Legal standing
- Economic and financial standing
- Employment practices
- Health and Safety practices and skills
- Sustainable construction including environmental management
- Capacity and geographical range
- Technical capability including quality management
- Experience of working in public sector properties
- Managerial capability
- Technical support, sales and marketing capability
- Product range

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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

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Selected tenderers were invited to submit a detailed Offer Document which was evaluated on the following basis:

### 10%

#### Product quality

Products and services offered comply with all relevant International, European and British Standards and UK Regulations.

As part of the evaluation process, LHC technical management visited the manufacturing facilities of all selected tenderers and covered:

- Production control processes
- Quality and appearance of the kitchen components
- Quality of workmanship
- Quality of the finished assembled product

### 20%

#### Service

Service elements included the following:

- Customer service and complaint processes
- Sales order processing, delivery and project tracking
- After sales service including warranties and guarantees

### 30%

#### Product specification

This evaluation considered the degree of conformance to the LHC specifications, inclusive of product ranges and options, together with a thorough review of all supporting certification.

### 40%

#### Prices\*

Prices were tendered on a schedule of rates from which priced-up contract scenarios were developed. Tenderers were evaluated on the average pricing level across all scenarios.

Prices are agreed maximum rates and may be subject to further discounts for specific call-off contracts.



\*Please note:

- Prices are for 'supply and delivery' only of LHC Standard and Enhanced kitchen units
- Prices include provision of project advice to specifiers, visiting sites to assess extent of work, and issuing quotations for individual projects
- Prices for rigid and self assembly units are available for all LHC Standard and Enhanced products
- Prices for appliances can be obtained directly from the appointed companies

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

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