

LHC framework arrangement:
Void property protection and estate management
plus associated services (V5)
Effective from 1st June 2010



LHC

Procurement Guide

Why use the LHC V5 framework arrangement?

Introduction

This V5 Procurement Guide provides basic information on the products and services available from companies appointed to this LHC framework arrangement and describes the tender process by which the framework has been established.

Features and Benefits

The LHC V5 framework arrangement was established for the provision of void property protection, estate management and associated services.

For tender evaluation purposes this framework arrangement has been split into two Lots, to offer void property security and associated services (Lot 1) and estate management and associated services (Lot 2).

The framework arrangement features and benefits include:

- **Wide range of services**
Appointed companies offer a “one stop shop service” for the benefit of all LHC customers.
- **Capacity**
Appointed companies are capable of offering all of the services throughout England, Wales and Scotland, providing a single point of contact for LHC customers.
- **Staff vetting**
All members of appointed companies' staff, involved in the security side of the business are vetted in accordance with BS7858.
- **Security services**
The appointed companies, which are both principal members of the British Security Industry Association (BSIA), offer security services that adhere to the strict quality standards of the BSIA.

- **Quality throughout the project life cycle**

Appointed companies will provide quality monitoring in accordance with their ISO 9001 certified Quality Management System from project initiation right through to project completion.

- **Advice service**

Appointed companies are able to provide advice services to LHC customers on the best security options suitable for their projects.

- **Sustainability and environmental management**

Appointed companies' sustainability and environmental management policies have been evaluated to ensure that their businesses are managed in an environmentally sound manner. In addition, environmentally friendly chemicals will be used, for services under this framework arrangement.

- **Response**

Appointed companies provide same day response services. However, an alarm warden will be despatched within 15 minutes of an alarm activation. Please check LHC specification.

Appointed Companies



SitexOrbis Ltd

Contact: Brian Donald
Address: Beaufort House, Cricket Field Road,
Uxbridge, UB8 1QG
Tel: 01895 465 500
Email: Brian.donald@sitexorbis.com
www.sitexorbis.com



Safe Estates Services Ltd

Contact: Terry James
Address: Elstree Business Centre, Elstree Way,
Borehamwood, Hertfordshire, WD6 1RX
Tel: 0208 238 6088
Email: terryj@safeestates.com
www.safeestates.com

This framework arrangement is effective from: 1st June 2010 – 31st May 2012 with options to extend to 31st May 2013 and 31st May 2014.

Range of Services for Void Protection and Security

Services/Offered by:	SitexOrbis Ltd	Safe Estates Ltd
Void building inspection	✓	✓
De-mountable steel window and door screens	✓	✓
Boarding up services	✓	✓
Pre-demolition security steel screens	✓	✓
Pre-demolition strip-outs	✓	✓
Polymer security screens	✓	✓
Net curtains to void properties	✓	✓
GSM and radio alarms with multiple PIRs	✓	✓
Voids alarm monitoring service	✓	✓
Void property clean and clear	✓	✓
Sharps clearance, including clinical waste	✓	✓
Removal of bulk refuse, abandoned vehicles etc.	✓	✓
Concrete barriers	✓	✓
Temporary fencing	✓	✓
Security meter box covers	✓	✓
Electronically managed access key system	✓	X
Risk management security service	✓	X
Empty property insurance	✓	X
Mould eradication service	✓	✓



Range of Services for Estate Management

Services/Offered by:	SitexOrbis Ltd	Safe Estates Ltd
Estate cleaning services: <ul style="list-style-type: none"> ▪ Graffiti removal ▪ Bird droppings removal and deterrent services ▪ Grounds maintenance ▪ Windows cleaning ▪ Estate cleaning ▪ Power washing and steam cleaning of building surfaces and pathways ▪ Gulley clearance 	✓	✓
Sharps clearance, including clinical waste, etc.	✓	✓
Removal of bulk refuse, abandoned vehicles etc.	✓	✓
Estate patrols	✓	✓
UK based call handling facilities for repair and maintenance 24hrs per day, 7 days per week	✓	x



Peace of Mind



The Tender

The LHC V5 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.)

A Contract Notice (2009/ S 247-354489) was published in OJEU on 23 December 2009 with an open procedure tender process resulting in 29 companies downloading the Offer Document from the web site, two of which submitted offers and applied to be included on the framework. The selection of the successful tenderers was on 5 May 2010.

Selection and Award Criteria

Tenderers were selected and awarded to the framework based on the following criteria:

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

- Project management including survey and installation
- Prices
- Health and Safety practices and skills
- Technical capability including quality management

Public sector officers can obtain a copy of the full LHC evaluation report on request to mail@lhc.gov.uk

Weighting of Award Criteria

Offer Documents submitted by the two companies were evaluated on the following basis:

10%

Health and safety practice and skills

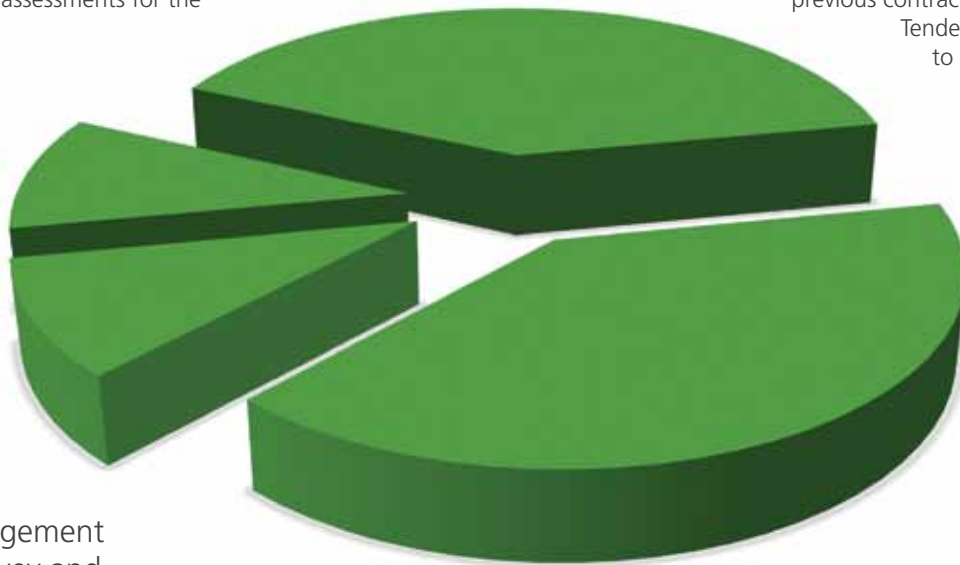
Tenderers offering services under this framework arrangement were required to demonstrate that they have appropriate Health and Safety policies, staff training schedules regarding company health and safety, a staff vetting policy in accordance with BS 7858 and risk assessments for the offered services.

40%

Technical capability and quality

Geographical areas that tenderers are capable of serving, business capacity, types of services available, companies' Quality and Environmental Management Policies, Method Statements for services offered under this framework, references from the previous contracts were evaluated.

Tenderers were required to submit certificates as evidence of conformity.



10%

Project management including survey and installation

Tenderers attended a technical interview during which they were required to demonstrate their company's systems in respect of:

- Project registration and recording
- Project tracking
- Client and resident liaison
- Site feedback and reporting
- Customer service and complaints procedures
- Collection of project related KPIs

40%

Prices

Tenderers were required to provide schedules of rates, which were then used to evaluate priced contract scenarios for each Lot. Tender submissions based on competitive prices, quality of example quotations and compliance with LHC specification were evaluated.

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

www.lhc.gov.uk

LHC, 464 Uxbridge Road, Hayes, Middlesex UB4 0PT
Telephone: 020 8561 4700 Fax: 020 8561 1130 Email: mail@lhc.gov.uk



A centre of excellence for public sector procurement solutions for the construction, refurbishment and maintenance of buildings