

Start date

23rd January 2023

End date

22nd January 2027

FTS/OJEU reference number

2022/S 000-025024



Assisted Living Solutions, Kitchens & Appliances Framework

What's covered?

Procurement for Housing seeks to establish a framework agreement for the provision of assisted living solutions, commercial, and domestic appliances for laundry, catering, and mobility requirements. The framework will include the supply of goods and services to support the delivery of planned and reactive needs.

Lot structure

Lot 1 - Domestic Appliances

Lot 1 will give PfH customers the facility to provide domestic appliances to their residents via a compliant route to market. This solution is available throughout the whole of the United Kingdom. In addition to the ability to purchase appliances; optional delivery, installation, removal, and recycling services are available.

The provision of a semi-commercial range of white goods with optional services including delivery, installation, removal, and recycling shall be available.

PfH Members will be given the ability to include generic policies within the agreement, however in the event of conflict, PfH terms and conditions will take president.

Lot 2 – Commercial Appliances – Laundry

This lot will provide PfH customers with the facility to offer white goods, to sit in a communal or commercial setting via a compliant route to market, which is available nationally. The lot will deliver a flexible solution for PfH Members whether they require a 'purchase only' agreement or one that includes scheduled servicing and maintenance.

PfH Members shall be given the ability to include generic policies within the agreement, and suppliers can include their standard hire agreement within the contract. In the event of conflict, PfH terms and conditions will take president.

Lot 3 – Kitchens and Catering Equipment

This lot will offer PfH Members with the facility to deliver the design and subsequent supply of commercial and/or communal kitchens for PfH Members. Supply can be multifaceted to include purchase, lease, delivery, scheduled maintenance, responsive repairs, duct cleaning, gas safety inspections, decommissioning, removal, and recycling.

The lot will grant a flexible solution for PfH Members whether they require a 'supply only' agreement or contracts that are inclusive of scheduled services and responsive repairs.

PfH Members will be offered the ability to include generic policies within the agreement, and suppliers can include their standard hire agreement within the contract. In the event of conflict, PfH terms and conditions will take president. The lot shall ensure provision for all PfH Members throughout the United Kingdom.

contact

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Lot 5 – Assisted Living Solutions

This lot will equip PfH Members with mobility solutions specialising in stairlifts and through floor lifts under, but not limited to the following conditions, planned works, new build schemes, investment projects, repairs, and maintenance works. Where planned works are required for delivery to a resident's property, goods &/or services are to be delivered as palleted/plot packs.

Framework suppliers must have the capability to perform repairs under manufacture warranties and have repair and maintenance packages available. The lot ensures provision for all PfH Members throughout the United Kingdom.

Suppliers

Rank	Lot 1 Domestic Appliances	Lot 2 Commercial Appliances Laundry	Lot 3 Commercial Appliances Kitchens & Catering Equipment	Lot 5 Assisted Living Solutions
1				
2				
3				
4				

Tender & evaluation process

The Assisted Living Solutions, Kitchens, and Appliances Framework is a new iteration of the previous Domestic and Commercial Appliances Framework.

Prior to the publishing the framework, PfH engaged with members, both trading and non-trading to ensure we were capturing the requirements of our customers and the Public Housing sector.

Questionnaires and in-depth discussions were held with our members to understand their needs, relating to key considerations such as, products, service delivery, responsive repairs, scheduled maintenance and resident care. PfH sought to understand our members' opinions and perspectives on environmental concerns to understand how improvements could be incorporated into the Assisted Living Solutions, Kitchens, and Appliances Framework.

In addition to this, we conducted extensive market research, analysis, and supplier engagement, which led us to an enhanced product and service offering to deliver sustainable equipment for all members, which is supported by an accessible and appropriate service and maintenance provision.

Lot 1 is designed to ensure a varied range of domestic appliances are available to PfH customers. Lot 2 and 3 are intended to offer commercial appliances solutions for laundry and catering needs, whether the customer is seeking to purchase or lease equipment. Lot 4 guarantees PfH offer assisted living solutions to safeguard residents and offer mobility choices through a range of lift provisions.

The evaluation of this framework addresses key criteria, including customer service provisions, account management, robust service and maintenance solutions, value for money, social value, ordering and delivery capabilities in addition to considering, site efficiencies and ensuring the care and protection of residents.

The contract notice registered twenty-six (26) interested parties, resulting in ten (10) bids with nine (9) suppliers being awarded to the framework. Three (3) suppliers qualified to lot 1 and five (5) suppliers were awarded to lot 2. Lot 3 and lot 4 are sole supply by a respective specialist provider.

The documents were advertised via MyTenders and in the Official Journal of the European Union as an open procedure, and the contract notice was issued on 9th November 2021.

Evaluation Criteria

Criteria – Lot 1	Marks Available	Weightings
Quality Criteria	500	50%
Price Criteria	500	50%
Total	1000	100%

Criteria – Lots 2, 3, 4, 5	Marks Available	Weightings
Quality Criteria	600	60%
Price Criteria	400	40%
Total	1000	100%

Benefits /value delivered

Lot 1 – Domestic Appliances

- Diverse scope of products available to PfH members at framework prices.
- Suppliers can remove old appliances, recycle, and install new appliances.
- Responsive service is delivered from receipt of order.
- Excellent customer service- supported by call handling and digital ordering.
- Warranty provision for domestic appliances.
- A range of semi-commercial white goods are available.
- Pricing is monitored to ensure low prices are maintained throughout the life of the framework.

Lot 2 – Commercial Appliances – Laundry

- Innovative laundry solutions.
- 7-day a week breakdown cover including bank holidays.
- 8-hour response for breakdown cover.
- Option to choose rental machines with an all-inclusive 'One Care' package.
- All-inclusive packages available - new equipment, installation, servicing, duct cleaning and breakdown cover for a fixed monthly payment.
- Removal and recycling of decommissioned equipment.
- E-Catalogues and portal access.
- Direct line to expert technical assistance.

Lot 3 – Commercial Appliances – Kitchens and catering equipment

- Dedicated account management.
- Market leading equipment.
- All-inclusive rental package featuring installation, breakdown cover with no wear and tear clause.
- Rapid responses and fast fixes.
- 8-hour response for breakdown cover.
- Highly experienced Service Helpdesk team access 7-day a week (365 days a year).

Lot 5 – Assisted Living Solutions

- Manufacturing stairlifts for 48 years.
- Innovative solutions.
- E-catalogues.
- Service and maintenance response times to attend sites 24/7/365.
- 24-hour emergency response.
- All product packaging using a minimum of single-use plastics.
- Standard stairlift lead-time from 12 working days
- Experienced account management

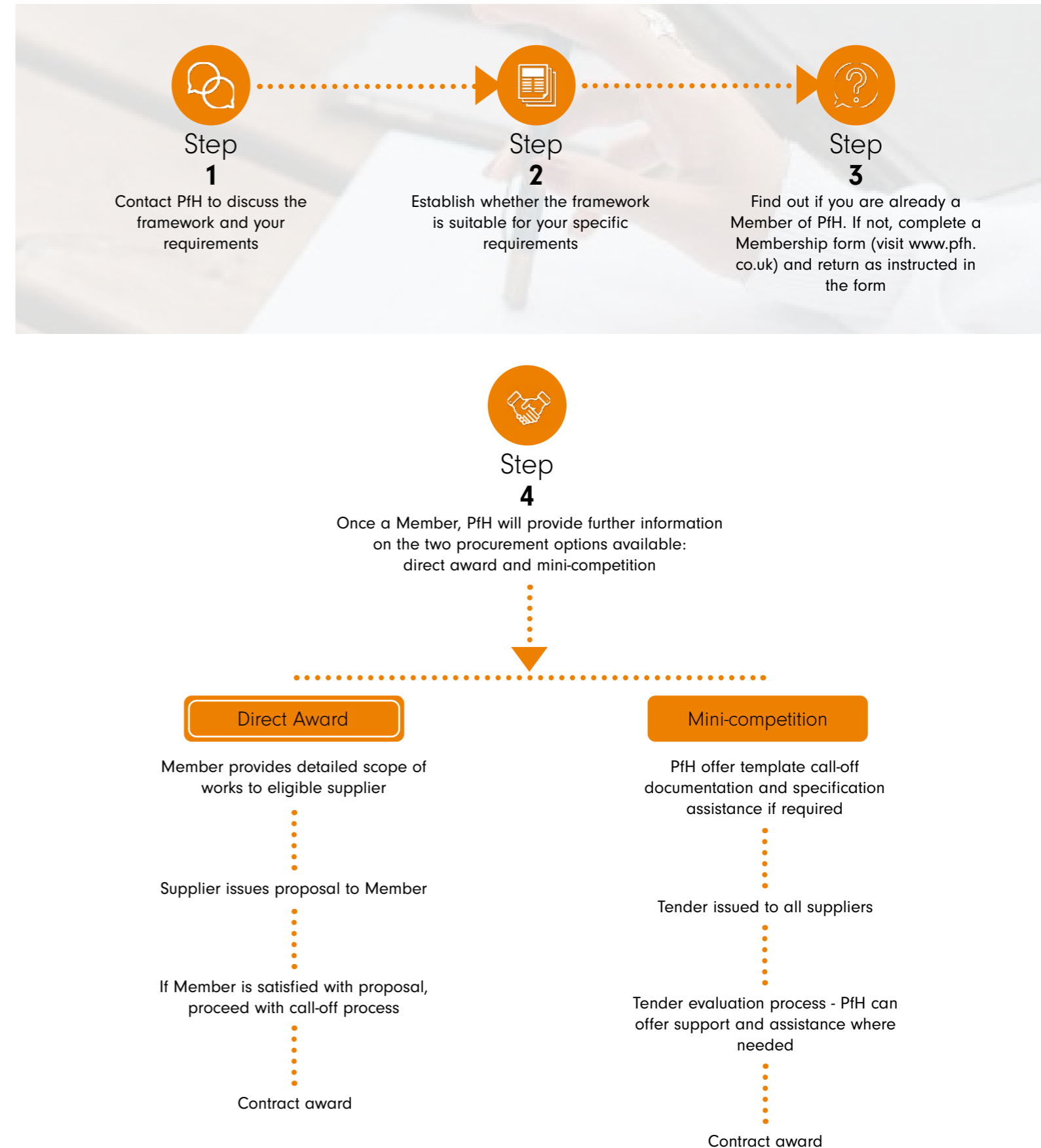
How we manage your contract

Our team is on hand to support you throughout the procurement process either acting as an extension of your internal procurement process or as a fully outsourced solution dependent upon your requirements; providing hands on category expertise and support to aid the delivery of an optimal contract environment.

We will manage the tender process with you right through to contract award to ensure you get the most competitive pricing and best service delivery from our suppliers based on your specific needs.

Our bespoke platforms and data rich environment enable us to interrogate contracts to give you to tools to drive value through the life of the agreement, tackle non-compliance, undertake trend analysis and standardise product ranges to improve the bottom line.

How to access the framework



Who can use the framework?

This Framework may be used by any contracting authority referred to in the FTS Notice and/or listed below:

- PfH Members
- Registered Social Landlords
- Local Authorities
- Arm's Length Management Organisations
- Police
- Fire & Rescue
- Universities & Further Education Establishments
- Registered Charities
- Subsidiaries of the above

Not a Member? Not a problem

Membership is open to all housing associations and local authorities, regardless of size. Once signed up, Members can access any of our procurement services from frameworks, to consultancy, to data services.

[Click here](#) for more information on how to become a PfH Member.



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