



Heating Solutions Framework

Framework term: **1 August 23 - 31 July 27**
FTS Contract Notice: **2023/S 000-005579**



Inside our framework

This framework provides access to a procurement route for all services associated with the installation and ongoing maintenance of domestic and commercial heating assets. The framework provides a compliant framework route whilst creating value for money and providing access to a range of contractors with both national and regional coverage.

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 platform and data rich environment enables 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.

Why use this framework



A compliant route to market



Value for money and guaranteed savings



Wide choice of national and regional contractors available, allowing for the inclusion of SMEs



Tendered with M3NHF version 7.1



Financial checks carried out on all suppliers



Direct award and mini competition available as routes to market

The framework tender and evaluation process

The Heating Solutions framework was developed through an extensive pre-tender engagement exercise to closely align with our members' requirements. The first stage involved gathering information from both existing and potential members about their current demands in this category.

From the engagement activity and information gathered, along with market analysis, it was agreed that the framework needed to provide a more solid and rounded offer to our members than previous offers. As such we have elected to split the lot structure into three to offer our members a comprehensive framework with access to contractors who specifically specialise in domestic heating services (Lot 1) and commercial heating services (Lot 2) as well as having a combined domestic and commercial heating services offering (Lot 3).

Each of the Lots has been further broken down into sub lots which includes a national lot for those suppliers with national coverage and further regional sub lots which afforded SME's the opportunity to tender for the framework. This is a welcome change as previous offers have required appointed suppliers to operate nationally.

During the pre-tender engagement activity, we identified that qualitative aspects of the end-to-end service delivery process by contractors was of the utmost importance to

our members. We therefore decided to tender all lots on a 70% quality and 30% price weighing split. The quality aspect of the tender included questions targeting service delivery and engagement, health and safety, resources and subcontracting, member service facilities and management information and reporting. The commercial aspect for each lot was assessed using a combination of bespoke schedules of rates and adjustments to the NHF schedules of rates v7.1 allowing for a simple yet extensive range of pricing to be captured. We also assessed the bidders on their ability to commit to a social value rebate structure which aims to support our members with their wider social value objectives.

During the tender process, we received 73 expressions of interest, resulting in 33 final submissions with all 33 suppliers being awarded across the three lots providing comprehensive national and regional coverage.

Finally, as with all frameworks in England and Wales, the documents were advertised in the Official Journal of the European Union as an open procedure. The contract notice was issued on 24th February 2023.

The lot structure



Servicing, Repairs, Maintenance, Installations, and associated services on domestic boilers



Servicing, Repairs, Maintenance, Installations, and associated services on commercial boilers



Servicing, Repairs, Maintenance, Installations, and associated services on domestic and commercial boilers

Suppliers

Lot 1 suppliers

Rank	Region												
	National	North East	North West	Yorkshire & Humber	East Midlands	West Midlands	East of England	South East	South West	North Wales	South Wales	Northern Ireland	London & Home Countries
1	Sureserve Compliance North	RPS Group	British Gas Social Housing Ltd Trading as PH Jones	Sureserve Compliance Northwest	Liberty Gas	British Gas Social Housing Ltd Trading as PH Jones	Sureserve Compliance Central	British Gas Social Housing Ltd Trading as PH Jones	Liberty Gas	Sureserve Compliance Northwest	Liberty Gas	H A Mechanical Servicing	British Gas Social Housing Ltd Trading as PH Jones
2	Procast Building Contractors	PHS Home Solutions Ltd	Liberty Gas	Sureserve Compliance Central	British Gas Social Housing Ltd Trading as PH Jones	Sureserve Compliance Northwest	Dodd Group Midlands Ltd	Liberty Gas	British Gas Social Housing Ltd Trading as PH Jones	T Brown Group Limited		CTS	Liberty Gas
3		DFP Services Ltd	Sureserve Compliance Northwest	UK Gas Services	Sureserve Compliance Central	T Brown Group Limited	Sun Realm Heating Company Ltd	Smith and Byford	Sureserve Compliance Northwest	Asheley & Mcdonough Compliance Services		Fusion Heating	Smith and Byford
4		Procast Building Contractors	Axis Europe PLC	Asheley & Mcdonough Compliance Services	Axis Europe PLC	Axis Europe PLC	UK Gas Services	T Brown Group Limited	Dodd Group Midlands Ltd	Next Energy Solutions			T Brown Group Limited
5			M Y Maintenance and Construction Ltd	DFP Services Ltd	Dodd Group Midlands Ltd	Dodd Group Midlands Ltd	BSW Heating Ltd	Axis Europe PLC	Robert Heath Heating Limited				Axis Europe PLC
6			RPS Group		UK Gas Services	UK Gas Services	TSG Building Services PLC	Dodd Group Midlands Ltd					Oakray Ltd
7			Dodd Group Midlands Ltd		Robert Heath Heating Limited	Robert Heath Heating Limited	Chigwell Construction	Sun Realm Heating Company Ltd					Sun Realm Heating Company Ltd
8			Sureserve Compliance North		DFP Services Ltd	Quality Heating Services Ltd		Sureserve Compliance North					Aston Group
9			Asheley & Mcdonough Compliance Services		Quality Heating Services Ltd			Aston Group					BSW Heating Ltd
10			Next Energy Solutions					BSW Heating Ltd					KBH Building Services Ltd

Lot 2 suppliers

Rank	Region												
	National	North East	North West	Yorkshire & Humber	East Midlands	West Midlands	East of England	South East	South West	North Wales	South Wales	Northern Ireland	London & Home Countries
1	Easy Heat Systems Ltd	Sureserve Compliance North	Liberty Gas	Sureserve Compliance Northwest	Easy Heat Systems Ltd	Easy Heat Systems Ltd	Sureserve Compliance Central	Liberty Gas	Liberty Gas	Sureserve Compliance Northwest	Liberty Gas	CTS	Liberty Gas
2	Procast Building Contractors	Procast Building Contractors	M Y Maintenance and Construction Ltd	Sureserve Compliance Central	Liberty Gas	Sureserve Compliance Northwest	Dodd Group Midlands Ltd	Smith and Byford	Sureserve Compliance Northwest	T Brown Group Limited		Fusion Heating	Smith and Byford
3		DFP Services Ltd	Sureserve Compliance Northwest	Get Fix Ltd	Sureserve Compliance Central	Dodd Group Midlands Ltd	Get Fix Ltd	T Brown Group Limited	Dodd Group Midlands Ltd	Sureserve Compliance North			T Brown Group Limited
4			Axis Europe PLC	Sureserve Compliance North	Axis Europe PLC	T Brown Group Limited	BSW Heating Ltd	Axis Europe PLC	Robert Heath Heating Limited	Asheley & Mcdonough Compliance Services			Axis Europe PLC
5			Dodd Group Midlands Ltd	DFP Services Ltd	Dodd Group Midlands Ltd	Axis Europe PLC	TSG Building Services PLC	Dodd Group Midlands Ltd					Oakray Ltd
6			Sureserve Compliance North	Asheley & Mcdonough Compliance Services	Get Fix Ltd	Get Fix Ltd	Robert Heath Heating Limited	Get Fix Ltd					Get Fix Ltd
7			Procast Building Contractors		DFP Services Ltd	Robert Heath Heating Limited		Sureserve Compliance North					Sureserve Compliance North
8			DFP Services Ltd		Robert Heath Heating Limited			KBH Building Services Ltd					KBH Building Services Ltd
9			Asheley & Mcdonough Compliance Services					Aston Group					Aston Group
10								BSW Heating Ltd					BSW Heating Ltd

Lot 3 suppliers

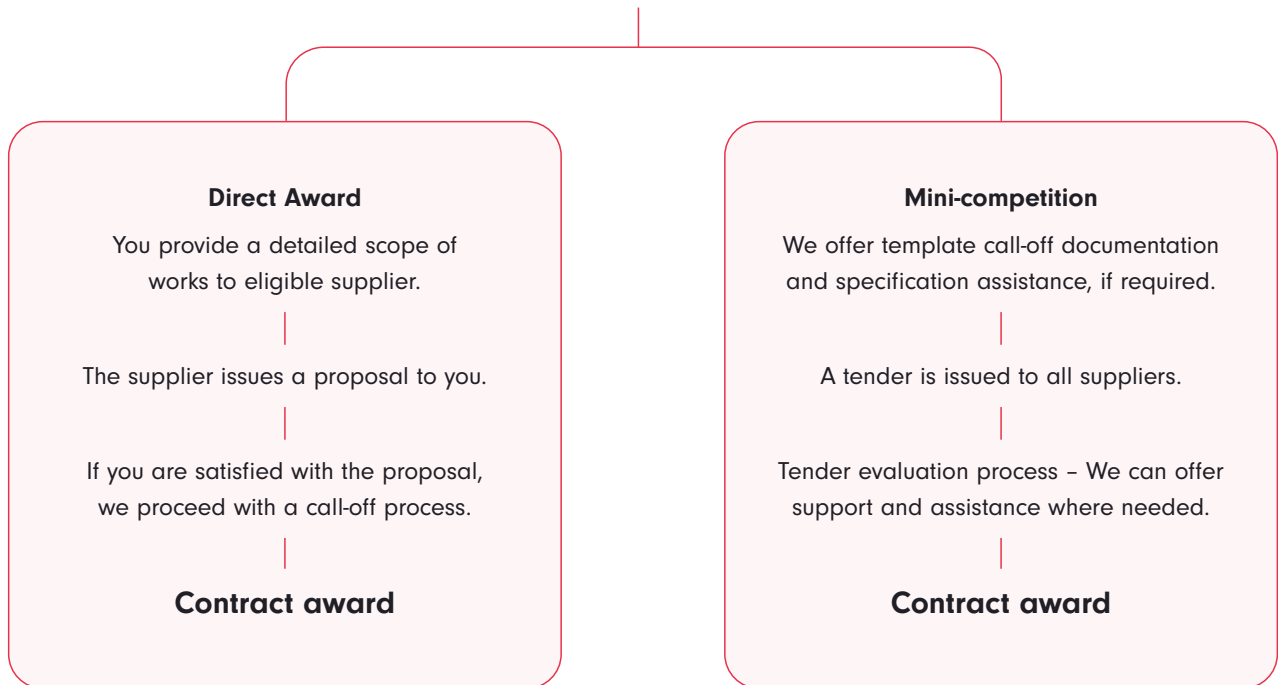
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	National	North East	North West	Yorkshire & Humber	East Midlands	West Midlands	East of England	South East	South West	North Wales	South Wales	Northern Ireland	London & Home Countries
1	Easy Heat Systems Ltd	Procast Building Contractors	Liberty Gas	Sureserve Compliance Northwest	Easy Heat Systems Ltd	Easy Heat Systems Ltd	Sureserve Compliance Central	Liberty Gas	Liberty Gas	Sureserve Compliance Northwest	Liberty Gas	Fusion Heating	Liberty Gas
2	Sureserve Compliance North	DFP Services Ltd	Sureserve Compliance Northwest	Sureserve Compliance Central	Liberty Gas	Sureserve Compliance Northwest	Dodd Group Midlands Ltd	British Gas Social Housing Ltd Trading as PH Jones	British Gas Social Housing Ltd Trading as PH Jones	T Brown Group Limited		CTS	British Gas Social Housing Ltd Trading as PH Jones
3	Procast Building Contractors		British Gas Social Housing Ltd Trading as PH Jones	Get Fix Ltd	British Gas Social Housing Ltd Trading as PH Jones	British Gas Social Housing Ltd Trading as PH Jones	Get Fix Ltd	Smith and Byford	Sureserve Compliance Northwest	Asheley & Mcdonough Compliance Services			Smith and Byford
4	Robert Heath Heating Limited		M Y Maintenance and Construction Ltd	Asheley & Mcdonough Compliance Services	Sureserve Compliance Central	T Brown Group Limited	BSW Heating Ltd	T Brown Group Limited	Dodd Group Midlands Ltd				T Brown Group Limited
5			Axis Europe PLC	DFP Services Ltd	Axis Europe PLC	Axis Europe PLC	TSG Building Services PLC	Axis Europe PLC	Correct Contract Services				Axis Europe PLC
6			Dodd Group Midlands Ltd		Dodd Group Midlands Ltd	Dodd Group Midlands Ltd		Dodd Group Midlands Ltd	Robert Heath Heating Limited				Oakray Ltd
7			Sureserve Compliance North		Get Fix Ltd	Get Fix Ltd		Get Fix Ltd					Get Fix Ltd
8			DFP Services Ltd		DFP Services Ltd			Sureserve Compliance Central					Sureserve Compliance Central
9			Asheley & Mcdonough Compliance Services					Correct Contract Services					KBH Building Services Ltd
10			Procast Building Contractors					Sureserve Compliance North					BSW Heating Ltd
11													TSG Building Services PLC

How to access the framework



Once you are a member

Once a Member, we will work with you to establish the best procurement options for you, either direct award or mini-competition.



Unlocking even more value!

Additional products and services to stretch your spend even further

We recognise that every organisation we work with is unique, and we fully understand that this requires tailored advice and services. That's why we offer a range of consultancy services, compliant Framework and Dynamic Purchasing Systems (DPS) solutions and our Quantum platform for more control, visibility and insight to ensure you have everything you need in one place.



Consultancy Services

Our comprehensive range of Consultancy Services is designed to transform your procurement processes and drive value for your organisation. Our services include everything from Tender Management, Spend and Cost Insights, and Supply Chain Optimisation to Procurement Maturity Assessment, Toolkits and Training, as well as Procurement Reform Readiness Assessment. We tailor our approach to meet the unique needs of each member, ensuring alignment with organisational objectives, improved operational efficiency, and enhanced value creation.



Capital Works DPS

Unlock business growth potential in your local economy and inject greater performance, pace, and control with our approach to procurement for Capital Works projects. This Dynamic Purchasing System (DPS) is a new approach to Capital Works contracting that increases the speed to market and maintains a competitive pool of suppliers. Fully compliant with the Public Contracts Regulations 2015, this DPS reduces procurement costs and leverages extensive procurement knowledge. Our service model offers complete assistance from solution design to contract management, with due diligence checks and supplier management. The DPS's flexibility allows new suppliers to join anytime, ensuring a competitive and varied supplier pool.



Asset Decarbonisation & Retrofit Solutions DPS

Our Dynamic Purchasing System (DPS) offers streamlined procurement for net zero goods, works, and services across the UK. Fully compliant with the Public Contracts Regulations 2015, it reduces costs and leverages extensive procurement knowledge. The DPS provides complete assistance from solution design to award, with due diligence checks and supplier management. Its flexibility allows new suppliers to join anytime, ensuring a competitive and varied supplier pool.



Quantum

A single platform that manages your spend and supplier relationships, providing control, transparency, and actionable insight to capture value through the lifetime of all your contracts. With PfH's innovative cloud-based Quantum technology, your finance, procurement, and operational teams can combat value leakage with enhanced transparency and visibility across your entire contracts. Together, we keep your organisation one step ahead.

Introducing Procurement for Housing

Procurement for Housing (PfH) is a premier purchasing consortium that welcomes all UK Housing Associations, ALMOs, Local Authorities, and other public bodies. As a Contracting Authority under the UK's public procurement regulations, PfH is one of the largest goods and services consortia in the UK, managing an impressive annual spend of over £0.4 billion and serving a robust membership of 1,100.

Our services include procurement consultancy, compliant solutions such as frameworks and Dynamic Purchasing Systems (DPS), and procurement technology and analytics through our Quantum platform.

Who we are



years supporting social housing sector organisations



framework and DPS solutions at your fingertips for quick, reliable, compliant, and cost-efficient procurement



brilliant Members



A team of talented, experienced and qualified category-specific, procurement professionals, here for all your procurement needs; including expert advice and analysis



Access to a compliant pool of quality suppliers, ranging from national suppliers to local SMEs and social enterprises



Unmatched procurement technology platform, Quantum – your gateway to greater control, visibility, and insight



Why work with us

Working with PfH on your next project gives you access to the following benefits:

£26m cost savings

Keep the cost of completing your project within your budget with our procurement consultancy services and compliance solutions that give access to a ready pool of suppliers, manufacturers and contractors. We've made over £26m direct savings for our Members in 2023.

Great value

Get the most from your budget with our advanced contract and spend management technology and rigorous and collaborative approach to finding suitable suppliers for your needs.

Improved efficiency

No matter how complex your projects are, you can outsource your procurement and purchasing management needs to us, and we will ensure efficiency and quality of service.

Give Back: £1.8m social value

Support your mission to give back to the community through our compliance solutions that track social value. We have created £1.8m of tangible value that has positively impacted people's lives in 2023 alone.

Saved time and cost

Simplify your invoicing process and free up valuable time for more critical tasks. We have saved 20,000+ working days and £1.7m+ in administration costs by providing consolidated billing to our clients since 2019.

Rapid results

Start work on your project without the long wait with our vetted network of suppliers, manufacturers and contractors, who are ready to meet your programme goals and are easily accessible via direct awards or mini competitions.

Peace of mind

Skip the stress by staying compliant and maintaining industry safety standards with our expertise and pre-vetted suppliers.

What our clients say

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Bespoke procurement advice for your business

Their services extend beyond the ability to get quick and easy access to contractors. They offer procurement advice, peer review and many other benefits whilst meeting all procurement guidelines. I would recommend joining the framework, they will provide your business with bespoke procurement advice around your business needs.

Graham McDowall,
Project Manager,
Ng Homes

“

Quantum has been a great help

With regards the Data and Insight Portal, [Quantum], since we have had access to this tool it has been a great help in seeing the day-to-day accounts we run through PfH. It is particularly helpful to see where our spend is going and helps us with identifying products which we are using more direct with the member merchants and can look to move into our core stock.

Mark Davies,
Supply Chain Manager,
incommunities

“

Excellent industry wide knowledge

The staff are incredibly responsive to requests and provide excellent industry wide over-sight and knowledge to enable us to make the right decisions, ensuring we are always providing a high quality, value for money service.

Steve Preston,
Head of Operations APS,
Leeds Federated Housing

“

Hands-on support and relevant frameworks

We always find them to be very helpful and knowledgeable and have lots of relevant frameworks for us to access. They are a very helpful resource; we find them to be very hands on and nothing is too much trouble.

Carmen Young,
Procurement Officer,
Bromsgrove District Council



How we can help

We are Procurement for Housing, a technology-enabled procurement partner. We work with leading organisations in the social housing sector to help manage spend better, drive sustainable value, and improve operational efficiency. At the heart of everything we do is our commitment to positively impact people's lives.

We provide procurement consultancy, compliant solutions such as frameworks and Dynamic Purchasing Systems (DPS), and procurement technology and analytics through our Quantum platform across the social housing sectors.

Get in touch to discuss your challenges or to find out more about how we can add value to your organisation.

Get in touch!



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