



PARTNERING PROPOSAL DOCUMENT

SUPPLY (& INSTALLATION) OF PVC-U WINDOW UNITS

**SOVEREIGN DEVELOPMENT CONSORTIUM
SOVEREIGN HOUSING ASSOCIATION
(& ASSOCIATED PURCHASING & CONTRACTING PARTNERS)**

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Partnering Proposal Document

Supply (& Installation) of PVC-U Window Units

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1.0 INTRODUCTION

1.1 New Build

The Sovereign Development Consortium is a syndicate of **13 member housing associations** with Housing Corporation Investment Partner status. The member associations own more than **48,000 homes** between them, concentrated mainly in the south of England, and have an existing combined development programme that is in excess of **800 new homes per annum**. The main developing associations at this time are:-

- ✓ Sovereign Housing Association
- ✓ Twynham Housing Association
- ✓ The Vale Housing Association
- ✓ Cottsway Housing Association
- ✓ Westlea Housing Association
- ✓ The Housing Solutions Group
- ✓ Saxon Weald Homes

A large proportion of this is to be delivered through **key contracting and developing partners** with whom service level agreements are being developed to deliver a consistent, high quality procurement service for new homes, to an agreed programme, with a focus on improving efficiencies, reducing costs, increasing long term customer satisfaction, and achieving sustainable design and management solutions that will minimise, as far as is practicable, the whole life cost implications upon the member associations' maintenance and housing management budgets.

The incorporation of a partnering agreement with a pvc-u window manufacturer/supplier that is able to fulfil the jointly agreed requirements of all parties for new build, *as well as* pvc-u window replacement programmes and maintenance, forms an integral part of the Consortium's joint aim to establish a holistic approach to product procurement.

1.2 Window Replacement Programme

The lead partner with the Sovereign Development Consortium is Sovereign Housing Association. They are one of three housing associations within the Sovereign Housing Group. The others are Twynham Housing Association and the Vale Housing Association.

Sovereign Housing Association is the largest of the three Group members and operates over the widest geographical area. Providing an ongoing window replacement programme and supporting maintenance service to its stock more than **11,500 rented homes**, SHA is split into a number of regional areas.

The largest of these is referred to by Sovereign as their Central Region, and has around 8,200 homes. The majority of these, (approx 7,900 No), are within a 30 mile radius of Sovereign's central office in Newbury; primarily in Berkshire, Oxfordshire, North Hampshire, North Dorset and West Wiltshire.

The remainder of Sovereign's homes are serviced from further regional offices in Bristol (around 850 properties), Exeter (650) and Plymouth (750). Sovereign's properties in South Dorset, South Hampshire and adjoining areas (around 1,050) are managed by Twynham.

Twynham Housing Association (THA) are based in Christchurch, just outside of Bournemouth, and own around 2,300 rented homes. Including Sovereign's homes in South Dorset, South Hampshire and adjoining areas, THA are responsible for the management of over **4,000 homes**.

Abingdon-based Vale Housing Association (VHA) owns over **5,300 homes** in Oxfordshire and South Northamptonshire. As the Group's lead association for Oxfordshire, there are plans to transfer Sovereign Housing Association's homes in this county to VHA, subject to full consultation with residents.

It has been estimated that Sovereign Housing Association alone will be replacing the windows to around **2,000 homes over the next 10 years**.

1.3 Collaborative Partners

In continued recognition that increased scale can often result in more cost effective, efficient product procurement and improved service levels, Sovereign Housing Association is also a key member of Westworks, a collaborative group of **17 member housing associations and local authorities** working together to achieve better value through the potential extra buying power of a 'larger client'.

The structure of the group is such that where an individual member has set up a high value service level agreement, other members may be naturally drawn to a service provider to offers a more cost-effective and efficient solution to achieving lower costs and better quality service levels than current arrangements.

It has been estimated that Westworks members will be replacing windows to around **29,000 homes over the next 10 years**. In terms of maintenance obligations, the combined housing stock of all Westworks' group members is around **99,000 homes**. Key participating members include:-

- | | |
|-----------------------------------|--|
| ✓ Sovereign Housing Group | ✓ Somer Housing Group |
| ✓ Knightstone Housing Association | ✓ Bristol City Council |
| ✓ The Aster Group | ✓ Solon South West Housing Association |
| ✓ North Somerset Homes | ✓ Merlin Housing Society |

1.4 Proposals

Sovereign has long recognised that the consistent use of a controlled range of good value, high quality pvc-u window units and associated fittings with a low whole life cost can both minimise long term maintenance and management costs, and maintain high levels of customer satisfaction amongst its residents. However, to be of maximum value, the entire range of support services to Sovereign and all of its supply chain partners needs to be exemplary.

Proposals are therefore being sought from prospective manufacturing/supplying/installing partners, by inviting detailed submissions that address the needs and requirements identified in this proposal document.

1.5 Procurement Options

The Sovereign Development Consortium and Sovereign Housing Group wishes to establish an agreed product specification and service level standard that meets the joint requirements of all of its members, from new build, through to replacement programmes and maintenance, and is involving Westworks members in the process also.

The Sovereign Development Consortium (SDC) and Sovereign Housing Association (SHA) have combined to form an initial client base. Twynham (THA), the Vale (THA) and a number of Westworks and SDC members are seriously looking at adding to this client base if the selected manufacturer/supplier/installer can be demonstrated to meet all of the agreed product specification and service quality requirements at a price that can be shown to represent good value for money. The preference at this stage would be to provide a holistic, best value service through a *single* provider, but it is acknowledged that due to the geographical distribution of their homes, it *may* be necessary to appoint more than one service provider.

The future potential participation of further Westworks and Sovereign Development Consortium members would also have regard to the same issues.

1.6 Service Level Agreement

It is proposed that this partnering proposal document and the detailed submission provided by the successful manufacturer/supplier will be combined to form the basis of a Service Level Agreement. This shall become the formal arrangement between the Sovereign Development Consortium, Sovereign Housing Association, other collaborative purchasing partners, (*all to be collectively referred to in this document as "Sovereign"*), and the chosen supplier of PVC-U window units and associated fittings.

The aim of this agreement will be to record the detail of the partnering arrangement between the identified companies and to provide a structured framework for documenting further improvements in the service to the mutual benefit of all participating organisations.

The intention is that the Service Level Agreement shall be regularly reviewed and updated, evolving by agreement to reflect the intentions of the parties.

2.0 CORE OBJECTIVE

Sovereign's core objective is to determine the most effective procurement option for pvc-u window units and their associated fittings in order to achieve the required balance of:-

- ✓ meeting residents' reasonable expectations,
- ✓ high service quality and consistency (for Sovereign, and its various partners),
- ✓ and controlled whole life costs.

3.0 SCOPE OF SERVICE & PARTNERING PRINCIPLES

3.1 Sovereign is looking for the selected manufacturer/supplier to commit to:-

- provide a fully integrated supply and distribution network;
- provide a supporting installation service, particularly for replacement windows;
- ensure availability of all core products and spares within agreed timescales;
- provide an efficient survey, design and scheduling service;
- develop close working relationships with Sovereign's main contracting, developing and purchasing partners;
- provide a quick response to installation or repair problems to enable priority timescales to be achieved;
- provide a high standard of health and safety;
- guarantee all supplied (& installed) window units and associated fittings for a minimum of 10 years from the date of installation;
- ensure replacement fittings are available for a minimum of 10 years from the date of installation;
- encourage residents to become involved in reviewing any aspect of the service, where deemed beneficial;
- agree a range of key performance indicators, which shall be monitored and reported upon, on a regular basis;
- actively promote ongoing product and service development;
- an ongoing programme of continuous improvement to ensure 'Best Value'.

3.2 Sovereign's commitment to the selected manufacturer/supplier shall include:-

- treatment in a fair and business-like manner;
- support to realise reasonable profit targets;
- working with all parties to minimise the incurring of unnecessary costs;
- prompt processing of payments in line with agreed terms;
- the promotion of a partnership that thrives on trust and supports an ongoing programme of continuous improvement to the mutual benefit of all parties.
- providing updated forecasts, every 3 months, of annual volumes to be purchased;
- providing updates on any Government initiatives that may affect the partnership and/or the purchasing of windows;
- providing notification of any decision taken by a governing committee that may affect the partnership;
- providing notification of any significant business proposals made by potential competitors which could affect the partnering arrangement.

3.3 Partnering Principles

Sovereign would look to form a partnering team with the selected manufacturer/supplier with a view to agreeing and actively promoting the following:-

Performance Objectives

- High quality, defect free product and workmanship.
- Standardisation.
- Low cost maintenance.
- End-user satisfaction.
- Efficient, trouble-free supply of goods, to the right place, at the right time.
- Efficient processes.
- Steady and consistent service standards.
- Benchmarking and measuring against key targets to promote continuous improvement
- Establishing standards and procedures that embody 'Best Practice'.
- The inclusion of all key distribution depots and outlets in the partnering process.
- Identifying and resolving factors that may affect all key objectives at the earliest possible stage.
- Prompt, effective and fair problem solving.
- Low-cost.
- Innovation & flexible working.
- Safe working and living environments.
- Enjoyable working relationships.

Commercial Objectives

- The efficient and effective management of costs for all parties.
- Increased certainty over both costs and incomes.
- The realisation of profit and incentive targets.
- Maximising value for money.
- Minimising life-cycle costs.
- The cascading of performance incentives down the supply chain.
- Steady and consistent work flow.
- Working within agreed financial parameters.
- The minimising of duplication, bureaucracy and waste.
- Minimising "man-marking".
- Allocation of risks to be fair so that each party achieves their objectives.
- For success to generate further work/sales for all.

Communication Objectives

- Establishing a stable management team for the supply chain.
- Maintaining single points of contact.
- Joint ownership of partnering objectives.
- Proactive teamwork.
- To prosper through clear, concise and effective communications.
- Effective and shared problem resolution.
- Open and honest exchange of views.
- The timely flow of information.
- Involving and consulting all interested parties.
- All parties to promote "internal partnering".
- Developing a joint "brand image".
- Obtaining feedback to provide a focus for future improvements.
- The avoidance of adversarial behaviour.

3.4 Commitment To Sustainability

Sovereign is committed to a strategy of creating a better life for all, not just for today, but for future generations to come. To do this, we must use finite resources in an efficient way, without waste, and protect the natural environment to enhance the ability of future generations to maintain and improve their lives.

Within the social housing context, Sovereign recognises that sustainable development has a strong social dimension and that it is important to create and maintain communities that will thrive. We want to provide homes which remain desirable to our residents well into the future, with low running costs, and this requires the support of good quality, cost-effective goods and services that meet not only their current requirements, but also their longer-term needs and aspirations.

This therefore requires us to consider the environmental, economic and social impact in all that we do. The selected manufacturer/supplier shall be expected to support this strategy and its supporting policies, and to demonstrate an active commitment to:-

- providing windows with a BFRC/EST Energy Efficiency Rating of “A” & “B” on all windows at the best possible price.
- waste management and recycling.
- supporting our existing environmental policies.

3.5 Training

The selected manufacturer/supplier shall be committed to ensuring that all managers and support staff providing the service to Sovereign and its various contracting, developing and purchasing partners are fully trained to an appropriate level of competence. This shall include:-

- a detailed understanding of this proposal document, Sovereign’s collaborative/purchasing partners, and the agreed Service Level Agreement;
- a detailed up-to-date working knowledge of the product range;
- a detailed working knowledge of the agreed design specifications for both new-build and refurbishment works;
- a full working knowledge of the selected window manufacturer/supplier’s computerised design package, scheduling and ordering system (*if available*).

The main factory/factories, any distribution depots, suppliers and/or stockists of supporting parts and/or fittings, and all delivery drivers, shall be fully trained in their responsibilities and shall ensure the effectiveness of the delivery implementation and reporting systems.

4.0 KEY SUCCESS FACTORS

4.1 Key success factors are deemed to be:-

- The thermal efficiency of the windows fully meet the Development Consortium's requirements in terms of supporting the creation of a highly energy efficient envelope for their standard house types and associated Code for Sustainable Homes target levels.
- Residents are provided with windows that meet their reasonable expectations in terms of provision, quality and design;
- The window manufacturer/supplier (& installer) provides a consistent, high quality service across the board; is agile enough to respond promptly to needs and issues, is adaptable enough to evolve to satisfy changing requirements, and works together in a spirit of openness and trust to align shared interests;
- The whole life cost of the windows provided (inc. initial costs, ongoing maintenance costs, and the replacement frequency etc) can be afforded within the Associations' business plans;
- All of the above requirements are achieved at the lowest reasonable (best value) cost - through economies of scale, more efficient procurement and working practices, and controlled maintenance costs.
- That the manufacturing/supplying (& installing) partner providing the service achieves *their* core objectives.

4.2 Supplementary success factors are deemed to include:-

- That the window manufacturer/supplier providing the service to Sovereign and its collaborative/purchasing partners:-
 - develops complimentary service level agreements with all related primary suppliers of associated goods and services;
 - seeks to maximise customer satisfaction amongst Housing Association's residents;
 - is innovative in terms of proposals to improve service, increase efficiency and reduce both initial and whole life costs;
- that the arrangement provides a basis for progressing an action plan of ongoing continuous improvement that benefits all parties.

5.0 SERVICE LEVEL MANAGEMENT

- 5.1 In order to promote an integrated and timely approach to enquiries, the design service, the production of quotations, order processing, manufacturing planning, distribution and the resolution of problems etc, Sovereign has a strong preference that all of these activities be proactively managed and co-ordinated by a **senior manager**, specifically appointed and responsible for ensuring that Sovereign and its collaborative/purchasing partners receive the standard of service outlined in this document, and incorporated into the agreed Service Level Agreement.

- 5.2 The appointed senior manager shall be provided with the resources necessary to ensure that the service is effectively supported by a unified, co-ordinated, frontline team that is fully au fait with the standards of service detailed within the Service Level Agreement. This shall include the provision of senior management cover for when the senior manager is on leave or unavailable.
- 5.3 The successful window manufacturer/supplier (& installer) shall specifically provide a **single point of contact** for all enquiries or problems relating to orders, deliveries, problems on site, and other similar enquiries. Arrangements shall be made to provide Sovereign's contractors, developers and other purchasing partners with full details of delivery schedules, including dates and drivers mobile telephone numbers etc.
- 5.4 The senior appointed manager shall ensure that any unresolved issues that may occur from time to time are actively and promptly addressed, are dealt with as fairly and equitably as possible, and are monitored closely through to completion.
- 5.5 Sovereign shall also seek to encourage its collaborative/purchasing partners to appoint single points of contact *for* the selected window manufacturer/supplier.

6.0 SPECIFICATION / PERFORMANCE CRITERIA

- 6.1 Sovereign would expect all product price range submissions to accord with the 'preferred requirements' detailed in [Appendix 'A'](#) – though noting that the Consortium is interested in obtaining prices for 2 target levels of energy efficiency:-
- units with a whole window u-value of 1.4 W/m²K, & an Energy Efficiency Rating of B
 - units with a whole window u-value of 1.1 W/m²K, & an Energy Efficiency Rating of A
- 6.2 More information regarding Sovereign's technical requirements in respect of design, construction and installation standards is detailed within the Design & Installation Preambles included in [Appendix 'B'](#).
- 6.3 The specification/performance criteria agreed with the successfully appointed window manufacturer/supplier/installer would be expected to form the basis of *all* supplied goods and services provided to the Sovereign Development Consortium and their collaborative purchasing or procurement partners that have mutually agreed to accord with the requirements of the agreed specification and service level as outlined in the Service Level Agreement.

7.0 REPLACEMENT WINDOWS

- 7.1 Replacement window programmes shall be project managed /administered in broad accordance with the procedure outlined in [Appendix 'F'](#).

8.0 QUALITY CONTROL & AUDIT

- 8.1 The window manufacturer shall be accredited to BS EN ISO 9001: 2000, and have their quality control systems independently tested by the British Standards Institute (BSI) twice a year. Every company supplying components shall be required to pass a detailed selection procedure. All components used in the finished product are to be tested to the relevant British Standards and beyond for strength, stability and performance. The quality assurance procedures are to include for the inspecting and approval of constructed units prior to delivery.
- 8.2 Senior managers for the window manufacturer/supplier shall undertake random quality control inspections of installed window units, and be willing to share their findings in full upon request.

9.0 DESIGN & QUOTATION SERVICE

- 9.1 An efficient, survey, design and scheduling service is to be provided to Sovereign and its collaborative/purchasing partners, to include:-
- working to achieve Sovereign's product and design specifications (see [Appendices 'A' & 'B'](#));
 - incorporating the agreed range of window furniture and other fittings;
 - in the case of new build, creating window layout drawings and schedules based on the Architects' drawings;
 - in the case of refurbishment programmes, undertaking surveys, and arranging access to residents homes where required;
 - administering the process in broad accordance with [Appendix 'F'](#).
 - creating window layout drawings and schedules based on the criteria outlined in the 'Design & Installation Preambles' – [Appendix 'B'](#).
 - providing purchasing partners with detailed call-off schedules as required, generally within 48 hours of a survey/completed design;
 - attending site meetings as necessary;
 - liaising closely with all collaborative/purchasing partners, Sovereign staff and residents in occupation throughout the process as required.
- 9.2 The window manufacturer/supplier is to provide purchasing partners with detailed quotations within 10 days of having received the submitted designs and call-off schedules.
- 9.3 Collaborative/purchasing partners are encouraged to agree designs and call-off schedules in a timely manner so as to avoid potential programming issues.
- 9.4 The provisional allowance at this stage is that the selected window manufacturer/supplier shall be entitled to charge a purchasing partner for additional site visits/redraws (per plot, at an agreed rate) where not the result of an initial surveying etc error.

10.0 PRICES

10.1 Supply Costs

- The consortium is interested in obtaining prices for 2 target levels of energy efficiency:-
 - units with a whole window u-value of 1.4 W/m²K, & an Energy Efficiency Rating of B
 - units with a whole window u-value of 1.1 W/m²K, & an Energy Efficiency Rating of A
- The proposal is that all window units (with associated fittings) are to be supplied to Sovereign and all of its collaborative/purchasing partners in accordance with an agreed all-inclusive Window Schedule / Pricing Framework that shall incorporate the prices applied to the attached Window Schedule / Pricing Framework ([Appendix 'H'](#)), and Pricing Schedules ([Appendices 'J1' – 'J4'](#)) – both of which are to form part of the Manufacturer/Supplier's submission.
- For any given design style, the price for each window is to be based on the nearest priced size (based first on width, then on depth); provided that both the widths and depths do not differ by more than 50mm.
- Where the width or depth of a given window does differ from a priced style by more than 50mm, other priced windows of a similar size shall also be used as a guide in determining a fair price.
- Additional styles and/or sizes shall be added to the Window Schedule / Pricing Framework as prices are agreed.
- All stated sizes relate to structural opening size.
- The use of patterned or obscured glass shall have no effect on the price of a given window.
- The cost of using (or not using) toughened glass (where not included within the priced schedule) shall be based on the cost differences contained within the agreed priced schedule for given window sizes.

10.2 Installation Costs (primarily to existing properties)

- The proposal is that for window units that are to be installed by the manufacturer/supplier, they are to be:-
 - project managed / administered / fitted in broad accordance with [Appendix 'F'](#).
 - undertaken in accordance with the all-inclusive costs that have been applied to the attached Window Schedule / Pricing Framework ([Appendix 'H'](#)), and Pricing Schedules ([Appendices 'J1' – 'J4'](#)) – having allowed for surveys, labour, travelling, access, installation, miscellaneous fittings, making good, overhead and profit costs etc.
- The cost of supplying and installing lintels to all properties, as stated in the priced schedule, shall be deemed to be all-inclusive (inc. scaffolding etc as required).

- Costs that may be deemed to be out of the ordinary shall be by prior agreement.
- When undertaking a replacement window programme, the manufacturer/supplier/installer may be provided with a combination of grouped and individual properties. Grouping and location would not normally be expected to have an effect upon the costing procedure outlined above, where within 100 miles of the main office/factory.

10.3 Costs Generally

- All supply and installation costs shall be deemed to include CDM administration and FENSA certificates etc, and all other support and added value services outlined in this proposal document (unless specifically excluded in the window manufacturer/supplier's submission document).
- All agreed prices shall generally be held for a period of no less than 12 months, unless by mutual agreement.
- Price increases shall generally be agreed in advance, with no less than two months notice of a proposed increase.
- The window manufacturer/supplier may wish to consider proposing an annual rebate scale based on the overall value of sales through the *combined* collaborative partnering agreement.

If included in the proposal, the selected manufacturer/supplier would be encouraged to provide Sovereign with quarterly reports on annual sales and anticipated rebates.

- In the event that it is identified that a contractor, developer or other purchasing partner under this arrangement has been charged in excess of the agreed prices, arrangements shall be made for the selected window manufacturer/supplier to reimburse the difference.
- Sovereign and the selected window manufacturer/supplier shall undertake spot checks with contracting and developing partners etc to ensure a consistent level of charging across the business.

11.0 ORDERS, LEAD-IN TIMES & DELIVERIES

11.1 Orders

- All window units shall be made to order to align with the customer's defined needs.
- The selected window manufacturer/supplier is to define the methods by which, and to whom, orders should be raised, and the procedures to be followed.
- The selected manufacturer/supplier is to transmit all ordering etc information from regional contract staff etc directly onto its central computer system by means of a modem link.

- The window manufacturer/supplier shall acknowledge the receipt of an order by no later than the end of the following day.
- All collaborative/purchasing partners are to have regard to the advantages of the timely programming in of design work, and of ordering, and to avoid wherever possible late design work, changes and ordering.

11.2 Normal Delivery

- Within (*manufacturer/supplier to specify*) working days of the receipt of an order, with all details received and accepted.
Nb. Target should be 15 working days / 3 working weeks.

11.3 Quick Delivery

- Within (*manufacturer/supplier to specify*) working days of the receipt of an order, with all details received and accepted.
Nb. Target should be 5 – 10 working days / 1 - 2 working weeks.
- This can sometimes incur an additional cost (*manufacturer/supplier to specify*). Where possible however, the window manufacturer/supplier will make every effort to avoid this by combining the delivery requirement with another delivery commitment.

11.4 Express Delivery

- Completed order details received by 10am on any working day will be delivered from the factory within (*manufacturer/supplier to specify*) working days.
Nb. Target should be 5 working days / 1 working week.
- This can sometimes incur an additional cost (*manufacturer/supplier to specify*). Where possible however, the window manufacturer/supplier will make every effort to avoid this by combining the delivery requirement with another delivery commitment.

11.5 Replacement Items

- Completed order details received by 10am on any working day will be delivered from the factory within (*manufacturer/supplier to specify*) working days.
Nb. Target should be 3 working days.

11.6 Holiday Periods / Factory Shutdowns etc

- Exact dates to be communicated to Sovereign and all of its key collaborative/purchasing partners well in advance by the manufacturer/supplier's senior appointed manager. Advance planning in terms of orders will ensure that Sovereign and its contracting and developing partners receive the necessary goods on time, and that work delays are avoided.

12.0 STORAGE & DISTRIBUTION NETWORK

12.1 Dedicated Storage & Transportation

- The selected window manufacturer/supplier shall have *direct control* over a comprehensive and effective storage and transportation system that operates throughout the south and south-west of England; delivering window units directly from the factory, and/or from local storage depots, to site for the all-inclusive unit prices agreed in the attached Window Schedule / Pricing Framework ([Appendix 'H'](#)), and Pricing Schedules ([Appendices 'J1' – 'J4'](#)). See also [Section 10 – Prices](#) above.
- Single or multi-drop options shall be provided to any location as required.
- The delivery service shall be backed up by an efficient, modern vehicle planning and communication system that ensures that contact is maintained with the vehicle drivers at all times, and that all agreed delivery schedules are met.
- Transportation fleet management and maintenance shall ensure:-
 - high standards of maintenance and safety are maintained;
 - maintenance and safety checks and MOTs are scheduled efficiently around customer demand;
 - there is a nationwide backup from a network of main dealers.

12.2 Directly Employed Drivers

- Sovereign's preference is that all drivers are directly employed, and are subject to an ongoing programme of in-house training, with regular reviews and appraisals.
- Evidence of training shall be provided annually.

13.0 SERVICE STANDARDS GENERALLY

13.1 Windows for New Build & New Installations

- The selected window manufacturer/supplier shall be committed to ensuring that Sovereign's contracting and developing partners are provided with the pvc-u window units and fittings they need, *when* they need them.

13.2 The Manufacturer/Supplier's commitment to Continuous Improvement

- The selected window manufacturer/supplier shall work with Sovereign's contractors, developers and key distribution partners to seek and promote ongoing improvements in the distribution network and service delivery.
- The window manufacturer/supplier shall hold team meetings that promote and enable service quality issues to be discussed and fed into a structured management process that promotes ongoing improvements in service delivery.

- Issues in respect of service quality shall be communicated to the window manufacturer/supplier through the senior appointed manager.

13.3 The Manufacturer/Supplier's commitment to Customer Satisfaction

- Sovereign requires its appointed window manufacturer/supplier to be committed to total customer satisfaction. Based on this commitment, routes shall be established to resident bodies that enable customer satisfaction to be monitored and reported on directly to the partnership.
- Key performance indicators shall be established to monitor this area and shall be discussed and developed at the partnership review meetings.

14.0 ADDED VALUE SERVICES

14.1 Elderly and Disabled Residents

- The selected manufacturer/supplier shall be required to support the initiation and implementation of innovative design solutions that support the needs of elderly, wheelchair bound and other disabled residents.

14.2 Special Delivery Requirements

- For 'normal' or 'quick' delivery, Sovereign would be keen that the selected manufacturer/supplier be willing to readily discuss and accommodate any special delivery requirements where necessary (eg. large batches, deliveries to individual properties, specific delivery times, specific sequence etc).

14.3 Replacement Parts

- Sovereign would be keen that the selected manufacturer/supplier commits to ensuring that replacement fittings (eg. handles, hinges etc), remain available for no less than 5 years after purchase. The preference is for 10 years.
- Reviews of each of the agreed list of fittings or components shall be undertaken quarterly with a view to providing up to 2 years notice of a planned deletion wherever possible. 12 months is the targeted minimum notice period.
- In the event of a planned discontinuation of a fitting or component, the selected manufacturer/supplier shall implement a 'deletion procedure' which incorporates an analysis process that includes identifying all customers that have purchased windows with the identified fitting(s) and/or component(s) within the last 2 years, or are planning to make a purchase. All are to be contacted and consulted.
- It is recognised that there may be occasions when fittings or components may become unavailable for reasons outside of the manufacturer/supplier's control. This supply chain issue however is to be closely managed to minimise this likelihood.

14.4 Product Support

- Attending client presentations, resident forums, meetings etc as necessary to demonstrate and explain the selected window manufacturer/supplier's product and service.

14.5 Waste Management & Recycling

- Sovereign would be keen to see that the selected manufacturer/supplier can actively demonstrate a genuine commitment to waste management and recycling.
- Sovereign would welcome proposals that supported the recycling of old pvc-u windows.

14.6 Shared Web Page

- The selected manufacturer/supplier shall consider providing and maintaining a password-protected client based web page connected to their own website, to include:-
 - partnering documents;
 - sales records;
 - sales history
 - order status / delivery tracking
 - performance KPIs

15.0 ADMINISTRATION

15.1 Key Contacts & Responsibilities

- We would expect the agreed Service Level Agreement to include, for all parties, key contacts, their direct telephone numbers and e-mail addresses.
- We would expect to outline the individual responsibilities of each of the key contacts, and to set up a core management team to co-ordinate the implementation of the agreement.

15.2 Review Meetings

- Review meetings involving key staff from Sovereign, the selected window manufacturer/supplier, and key collaborative/purchasing partners shall be held on a regular basis. No more than 3 months shall elapse between team meetings.
- Particular emphasis is to be placed on a programme of continuous improvement.
- Meeting agendas may typically include:-
 - **Matters Arising.**
 - **Issues Addressed** - since last meeting.
 - **Current Issues.**

- **Annual Sales** – ideally split into ‘New Build’ and ‘Refurbishment’ works.
 - **Unit Costs** – ideally split into ‘New Build’ and ‘Refurbishment’ works, and perhaps between collaborative/purchasing partners (as agreed).
 - **New Build** – percentage of new homes fitted with the supplier’s windows ?
 - **Quality of Designs** - accordance with specification/brief ?
 - **Supply of Goods** - % of deliveries on time in full ?
 - **The window manufacturer’s quality control inspections** on installation works;
 - **Quality of Products** – what defects/maintenance works have been reported?
 - **Resident Satisfaction** – what issues are arising? What action is needed?
 - **Training** – all staff appropriately trained ?
 - **Rebates** – claims up to date (if applicable) ?
 - **Schedules of Work** – window manufacturer to be provided with up-to-date forecasts of programmes of work ?
 - **Action Plan** – Review and update.
 - **Partnering Document** – Review and update.
- Minutes shall be taken and distributed to all parties involved within 7 days.
 - In the event of an emergency meeting being required, this can be called giving at least 5 working days notice, unless mutually agreed otherwise.

15.3 Problem Resolution

- All parties are responsible for identifying where the risk of problems and/or disputes could arise, and for determining and agreeing procedures and/or processes that will eliminate, as far as is practicable, such risks.
- Adopting and supporting a ‘no blame’ and ‘sharing’ culture, at all levels, is considered crucial to promoting:-
 - the early identification of potential or identified problems;
 - shared ownership in resolving issues;
 - maximum benefit from the arrangement for all parties.
- In the event of any problem or dispute arising that has not been resolved at the local or project level, or has implications across Sovereign, the pvc-u window manufacturer/supplier, or the partnering arrangement as a whole, senior representatives from the parties concerned shall meet in an effort to resolve the issue in accordance with the ladder detailed in [Appendices ‘K1’ & ‘K2’](#), ensuring that a fair and equitable solution is mutually agreed.

15.4 Termination Of Agreement

- All participating parties are to be provided, where it is reasonable to do so, with no less than **3 months** notice that their engagement with the agreement is to come to an end. Each party shall make all reasonable efforts to mitigate any costs incurred.

16.0 HEALTH & SAFETY

16.1 Generally

The successful partner shall include for complying with all current manufacturing and building industry statutes, regulations, codes and agreements (including amendments thereto) regarding the health, safety and welfare of all persons likely to be involved in, or affected by, the manufacturing and installation etc works to which the proposed agreement relates.

16.2 Construction (Design & Management) Regulations 2007

The successful partner shall be required to understanding and comply with the requirements of these regulations so far as they affect both design and installation works on site.

Whilst it is recognised that the majority of individual works orders are effectively excluded from the requirements of the Construction (Design & Management) Regulations 2007, designers and installers are nevertheless required to observe the spirit of the Regulations. The Contractor is therefore required to undertake all necessary risk assessments, prepare all appropriate work method statements and ensure that all operatives adhere to the relevant guidance

17.0 EQUALITIES & DIVERSITY

Sovereign is committed to equality of opportunity for all of the services it provides. The association aims to ensure that all residents, employees and other customers receive equal and fair treatment, free from direct or indirect discrimination on any grounds, including: disability, race, ethnic origin, colour, religion, age, gender, marital status and sexual orientation.

The successful partner shall be expected to comply:-

- with their legal obligations under the:-
 - Race Relations Act 1976, as amended by the Race Relations (Amendment) Act 2000 and the Race Relations Act Amendment Regulation 2003;
 - Human Rights Act 1998;
 - European Equal Treatment Directive 1997;
 - Disability Discrimination Act 1995 and 2005;
 - Sex Discrimination Act 1975;
 - Employment Equality (Sexual Orientation) Regulations 2003
 - Equal Pay Act 1970 (as amended);
 - Protection from Harassment Act 1997;
 - Prevention of Less Favourable Treatment (Part-time Workers) Regulations 2000;
 - Employment Equality (Religion or Belief) Regulations 2003.

and any amendments, additions or further legislation, including all good practice guides issued from time to time by any competent or recognised Authority.

- with Sovereign's commitment to Equalities & Diversity as laid out in their Equalities & Diversity Strategy and Equal Opportunities & Diversity Policy; copies of which can be provided upon request. This shall include considering the use of local sub-contractors and/or local employees familiar with local relevant specialist equalities and diversity issues where appropriate and reasonable to do so. In the event of a disparity with the contractor's own policy or strategy, then Sovereign's strategy shall take precedence.

Failure to comply with the above, deemed to be a Condition of the Agreement, shall be considered as a breach, and shall be dealt with accordingly.

18.0 PROPOSAL REQUIREMENTS

Invitations are sought to submit detailed proposals for supplying (& installing) pvc-u window units to Sovereign and its collaborative purchasing partners (together with associated supplementary support services); addressing the needs and requirements outlined in this proposal document.

As the consortium is interested in obtaining prices for 2 target levels of energy efficiency:-

- units with a whole window u-value of 1.4 W/m²K, & an Energy Efficiency Rating of B
- units with a whole window u-value of 1.1 W/m²K, & an Energy Efficiency Rating of A

the recommendation is that **two fully priced submissions be provided** - one for each.

A further recommendation is that, to be fully considered, the submissions fully address and include the following (see also [18.9 – Submission Format](#)):-

18.1 Specification / Performance Criteria

A fully completed copy of [Appendix 'A'](#) that seeks to provide a product proposal that matches SDC/SHG's preferred criteria - detailing the *actual* product details alongside the stated preferences to aid the evaluation process.

This should be supported with a full listing (inc. sales literature) of the components and fittings being proposed (inc. hinges, restrictors, locking mechanisms, handles, weatherseals, double-glazed units etc) as part of the manufacturer/supplier's priced package.

18.2 Pricing Schedule

A fully completed copy of [Appendix 'H' and Appendices 'J1' – 'J4'](#), - **for each of the 2 target levels of energy efficiency** - applying costs to SDC/SHG's provisional annual construction and spend profiles based on:-

- the product and design specifications detailed in [Appendices 'A' & 'B'](#);
- the project management procedures outlined in [Appendices 'F'](#);

to be all inclusive of all stated support services, and recognising the basis of the pricing structure as detailed in [Section 10 – Prices](#) above.

In the event that the priced submission incorporates some product standards or services that do not meet Sovereign's stated requirements, these are to be clearly identified on a separate sheet or table.

18.3 Partnering Objectives

Having regard to the detail within this partnering proposal document, provide detail and/or comment on:-

- issues you may have with some elements of the proposals;
- improvements upon some of the stated minimum standards (eg. deliveries);
- other added value services you feel will enhance your submission;
- proposals in terms of maximising the value of Sovereign's links with its collaborative partners, both in terms of cost and service quality;
- your production and/or delivery capacity.

18.4 Multiple Product Submissions

In the event of a manufacturer/supplier wishing to submit more than one priced product range (that accords in full with the performance requirements detailed in this proposal document), multiple copies will be acceptable.

18.5 Added Value Services

To be fully detailed to include specific reference to those highlighted in [Section 14](#), or identified in [Appendix 'A'](#).

18.6 Innovative Solutions

The inclusion of imaginative solutions to reducing costs or improving service quality would be welcomed. Examples could include:-

- ability to accommodate triple-glazed units in the future;
- features and solutions to assist the elderly, wheelchair bound and other disabled residents.

Such suggestions should provide full details, with an explanation of the cost or service advantages or consequences that would arise, with supporting evidence if necessary.

18.7 Policies & Certification

The inclusion of quality, environmental (inc. waste management) and equal opportunity policies etc would be welcomed.

As would the inclusion of all relevant accreditation certificates from bodies such as HAPM, FENSA, BFRC/EST, BSI (ISO 9001) etc in respect of product quality control, energy efficiency and audit in terms of sourcing, manufacture, and service delivery, so far as they relate to the submitted product/price range.

They should not be referred to, or included, if they do not relate to the submitted product/price range.

18.8 References

To be provided for three current clients to which a similar service is being provided.

18.9 Submission Format

To aid the evaluation process, it would be preferred if the submission could be presented in sections that address each of those outlined above, having regard also of course to the 'Evaluation Framework' ([Appendix 'L'](#)).

19.0 PROPOSAL EVALUATION FRAMEWORK

60% of the evaluation criteria will be applied to cost, **40%** to service quality and partnering potential.

The assessment of cost will be based on the completed Pricing Schedules ([Appendices 'J1' – 'J4'](#)). The evaluation will be proportional to that of the lowest all-inclusive supported cost option. Proposals submitting further anticipated reductions on the quoted costs will be taken into account *where* the panel considers good supporting evidence has been provided.

When assessing service quality and partnering potential, consideration will be given to the extent to which the objectives and detail within this partnering proposal document have been shown to be *actively* addressed.

All proposal submissions shall be assessed by a panel of SDC/SHG/Westworks members/staff/residents, contracting partners and other representatives in broad accordance with the evaluation criteria outlined in [Appendix 'L'](#).

It may be necessary to follow this up with interviews/presentations, or further meetings where it is necessary to clarify or develop certain elements of a proposal (see [Section 20](#) below).

In this event, we would provisionally anticipate that the initial cost and service quality assessment would account for around **70%** of the evaluation criteria, with **30%** being allocated to the feedback derived from the presentations/interviews.

20.0 ANTICIPATED TIMETABLE

Provisionally set as:-

- Return date for tender – **12 noon, Tuesday 17th July 2007 (fixed)**
- Evaluation panel to assess submissions – **w/c 30 July 2007** (anticipated)
- Service provider presentations to selection panel – **w/c 20 August 2007** (anticipated)
- Report to SDC & Group Management Team – **September 2007** (anticipated)

21.0 GENERALLY

21.1 Tender Queries

All queries in relation to the service required, the anticipated collaborative partnering arrangements and anticipated spend etc should be addressed in full in advance of submitting the proposal.

Sovereign's key contact and co-ordinator for all such enquiries is:-

Mark Jarrett BA (Arch), MRICS, MBIAT
Head of Supply Chain Management, SHG
Tel No - (01635) 275137
Mobile – (07836) 229059
E-mail – mark.jarrett@sovereign.org.uk

In his absence please contact:-

Steve Cains
Account Manager, Pearce
Tel No - (01179) 236500
Mobile – (07770) 834642
E-mail – steve.cains@pearce.co.uk

21.2 Tender Submission

All tender documentation is to be submitted to:-

**Kerry Tromanhauser, Group Company Secretary, Sovereign Housing Group,
Woodlands, 90 Bartholomew Street, Newbury, Berkshire, RG14 5EE**

Tel No - (01635) 572215
Mobile – (07786) 028354
E-mail – kerry.tromanhauser@sovereign.org.uk

21.3 Exor Accreditation

The successful supplier will be expected to register with Exor Management Services Limited and to meet their accreditation requirements.

For more details visit www.exorgroup.co.uk/index2.htm or contact Kerry Tromanhauser.

APPENDICES

Appendix 'A' – Product Specification / Performance Criteria
(to be completed in full and included in the submission)

Appendix 'B' – Design & Installation Preambles – PVC-u Windows

Appendix 'C' – New Build Standard House Types – House Elevations & Floor Plans
(House Types C5, G1/G1A & K1/K1A)

Appendix 'D' – New Build Standard House Types – Window Type Elevation Drawing
(House Types C5, G1/G1A & K1/K1A)

Appendix 'E' – New Build Standard House Types – Window Schedule
(House Types C5, G1/G1A & K1/K1A)

Appendix 'F' – Replacement Windows to Existing Homes – Project Management

Appendix 'G' – Replacement Windows to Existing Homes – Site Inspection Form

Appendix 'H' – All Inclusive Window Schedule / Pricing Framework
(to be completed in full and included in the submission)

Appendices 'J1' – 'J4' – Pricing Schedules
(to be completed in full and included in the submission)

Appendices 'K1' & 'K2' – Problem Resolution Ladders

Appendix 'L' – Proposal Evaluation Framework

APPENDIX 'A'

**PRODUCT SPECIFICATION
&
PERFORMANCE CRITERIA**
(to be completed in full and included in the submission)

Available Styles	Side hung and top hung casements – Essential Vertical sliding sashes – (Strong Preference)	
Energy Efficiency (for the complete window assembly package – inc. sandwich panels)	BFRC/EST Energy Efficiency Rating of “B” – Essential. Energy Efficiency Rating of “A” – (Strong Preference). Energy Index to be no more than -10KWh/m ² /yr - Essential	<i>Evidence - inc. Registration Number(s)</i> <i>State typical actual Energy Indexes for each priced Rating Type.</i>
General Durability	Evidence of successful colourfasting tests on PVC-U. To BS EN 12608:2003. Ironmongery tested to 30,000 cycles.	
Product Life Assessment undertaken ? (for the complete product package)	35 Years - as assessed by HAPM, BRE or similar accredited body – Essential.	<i>Evidence</i>
Frames - Material Type	Of impact modified PVC-U, type A – Essential. Physical property requirements comply with BS EN 12608:2003 – Essential.	
Frames - Composition	White as standard. Brown available. Produced by conventional extrusion techniques. Sections are multi-chambered. Frame depth is in the range 58mm – 86mm. Outer wall thicknesses are 3mm; +/- 0.3mm – Essential.	<i>Evidence</i>

Frames – Structural Stability	<p>Straightness of profiles is within 1mm/metre. Dimensional control complies with BS EN 12608:2003.</p> <p>Continuous steel or aluminium reinforcement is provided:-</p> <ul style="list-style-type: none"> • in accordance with BPF's Code of Practice 323/1 • to all casement members over 800mm • to all transoms over 600mm • to all frame sections over 1800mm. 	
Frames - Joints	<p>Corners and junctions:-</p> <ul style="list-style-type: none"> • are fusion welded, finished with a groove • comply with BS EN 12608:2003 – Essential. 	
Frames - Drainage	<p>Provided by neat unobstructed slots. On combination units, are provided for each section.</p>	
Double/triple-glazing	<p>Units are dual-sealed. Complies with BS 1279-1:2004 & 1279-2:2002. Air gaps are in the range 16mm – 20mm. Panes incorporate a low emissivity coating of 0.15 or less.</p> <p>Whole window U-value of 1.4 W/m²K or better – Essential</p> <p>Whole window U-value of 1.1 W/m²K or better (Strong Preference)</p> <p>Spacer bars to be marked with the manufacturer's name, the date, and the energy efficiency rating of the window (Strong Preference).</p> <p>All double-glazed units are BSI kitemarked.</p>	<p><i>inc. actual construction specification/composition & licence number.</i></p> <p><i>State actual.</i></p> <p><i>Evidence.</i> <i>State typical actual U-values for each Rating Type</i></p> <p><i>Confirm ability to comply.</i></p> <p><i>Confirm.</i></p>

Gaskets & Weather Stripping	Manufactured to BPF WG publication 345/1.	
Non-Egress Casement Hinges	Comply with force testing to BS6375 Part 2. To be of austenitic (300 series) stainless steel. To be SECURISTYLE 'Defender Restricted' friction hinges to suit location/requirements (Strong Preference).	
Egress Casement Hinges	Providing 90° exit to BS 5588 Part 1: 1990. To be of austenitic (300 series) stainless steel. To be SECURISTYLE 'Defender Egress' friction hinges' (Strong Preference).	
Egress Casement Restrictors	Are provided with an intuitive easy-release mechanism. To be of austenitic (300 series) stainless steel. To be white WINKHAUS 'OBV' surface mounted non-locking restrictors (Strong Preference).	
Locking Mechanisms	High security to BS 7950. To be of austenitic (300 series) stainless steel. 'Secured by Design' approved. To be SECURISTYLE 'Excluder' or 'Defender' (Strong Preference).	
Ancillary Security Devices (ASDs)	Provided adjacent to all casement hinges. To be of austenitic (300 series) stainless steel. High security to BS 7950. To be SECURISTYLE 'Vector Excluder' ASDs (Strong Preference).	

Casement Handles	Key dead locking to be provided to non-egress casements. To use standard keys. Non-locking highlighted push button to be provided to egress casements. To be white, offset, SECURISTYLE 'Vision' espagnolette (Strong Preference) .	
Ironmongery Fixings	To be of austenitic (300 series) stainless steel.	
Casement Fitting Tolerances	Casements to operate freely, without resistance. Riser blocks fitted to all casements and fanlights over 600mm in width or height.	
Fire Resistant Screens	Compatible solution available	<i>State details</i>

SERVICE QUALITY ELEMENT	SDC/SHG's PREFERRED REQUIREMENTS	SUPPLIER's SERVICE QUALITY DETAILS
Quality Control & Audit	Manufacturing process accredited to BS EN ISO 9001:2000 – Essential . Supplier is a registered member of FENSA – Essential .	
Production Capacity	Spare average weekly production capacity to:- <ul style="list-style-type: none"> exceed 500 windows/week (Strong Preference). exceed 20% of the maximum capacity (Strong Preference). 	<i>State actuals</i> <i>(inc. actual actual maximum production capacity in terms of windows/week)</i>
Waste Management / Recycling	90% of all fabricator waste to be reprocessed through an accredited recycling company. All replaced pvc-u windows to be reprocessed through an accredited recycling company. All costs included in quoted prices.	

Dedicated 'Account' Manager	To provide a single point of contact for:- <ul style="list-style-type: none"> ensuring compliance with agreed Service Level Agreement promoting continuous improvement managing, monitoring and co-ordinating issues that may arise – Essential. 	
Communication Links	Clear, robust lines of communication throughout supply chain – with established procedures to ensure individual client group requirements are adhered to and fully supported.	
Survey, Design & Scheduling Service	Responsive & competitively priced	<i>State cost.</i>
Resident Consultation Service	Dedicated, comprehensive service available for replacement windows to existing homes, competitively priced – Essential .	<i>Define extent of consultation provided to residents in occupation.</i>
Delivery Capability (Normal)	Target - 3 working weeks (Strong Preference). <ul style="list-style-type: none"> 2 weeks preferred. 	
Delivery Capability (Quick)	Target – 5-10 working days (Strong Preference). Identify basis of extra-over cost (to 'Normal', if applicable).	
Delivery Capability (Express)	Target – 5 working days (Strong Preference). Identify basis of extra-over cost (to 'Normal', if applicable).	
Service Tracking	Shared web page or other similar facility to be available to track progress of quotations, orders and deliveries.	
Installation Service - New Build	Dedicated, comprehensive, competitively priced service available – Essential .	

Installation Service - Replacement Windows	Dedicated, comprehensive, competitively priced service available – Essential .	
Installation Teams	Mainly directly employed installation teams. Use of sub-contractors kept to a minimum (Strong Preference) .	<i>Clarify numbers and percentages.</i>
Installation	Undertaken in full accordance with the British Plastics Federations' Codes of Practice for the installation of PVC-u windows and doorsets 356/1 (New Build) & 357/1 (Existing Dwellings).	
Assembly Fitting Tolerances	To be within 4-5mm on all edges.	
Product Guarantees	Window assemblies (inc. installation) - 10 years Gaskets & Weatherstrips – 10 years Glazing/Double-Glazing – 10 years Locking Systems – 10 years Hinges – 10 years Rest of Ironmongery – 10 years (Strong Preference) .	<i>State actuals</i>
Warranty Support	Provided on all elements of the assembly. Covering all quoted guarantee periods. Managed and co-ordinated by Assembly Supplier. Response service in accordance with clients' repair timescale obligations.	<i>Clarify on caveats and response times.</i>
Availability of Replacement Ironmongery	Matching ironmongery available for 10 years after initial installation.	

Please state additional product features or added value services you consider will be of value to Sovereign and its partners.

eg. existing solutions are available to support the needs of elderly, wheelchair bound and other disabled residents (inc. over sinks, winding gear options etc)

eg. savings available for reduced guarantee/warranty support.

eg. different profiles available for use in conservation areas.

eg. self-cleaning glass options.

eg. frames can accommodate triple glazing *(stating advantages if any)*.

eg. triple-glazing options are available *(if not included - stating performance implications and cost consequences)*.

ADDITIONAL COMPANY INFORMATION	FURTHER NOTES	SUPPLIER'S COMPANY DETAILS
Location of Support Service Centres	<ul style="list-style-type: none"> • <i>head office.</i> • <i>main factories.</i> • <i>main distribution depots (if relevant).</i> • <i>local offices (if relevant).</i> 	
Number of employees (in relation to support service centres)	<ul style="list-style-type: none"> • <i>management.</i> • <i>support/admin staff.</i> • <i>installation teams (directly employed)</i> • <i>installation teams (sub-contracted)</i> 	
Length of time the supplier has been in business	<i>providing the type of service required.</i>	

Equalities & Diversity Policy	Existing policy in place and audited for compliance annually.	
Details of group (if relevant)	<i>if the manufacturer/supplier is a member of a Group of companies, please give the name and address of the ultimate parent company.</i>	
Maximising Value	Identify the factors that optimise cost efficiencies in terms of <i>your</i> production and installation services and identify key thresholds, eg:- <ul style="list-style-type: none"> • <i>volumes</i> • <i>travel distances</i> • <i>additional issues.</i> 	
Open Book	Do you operate on an open book basis with any your clients ? <ul style="list-style-type: none"> • if not, are you willing to consider ? 	
Supply Chain Partners	<i>identify key supply chain partners.</i>	
Provide annual turnover details (in £ Sterling)	<ul style="list-style-type: none"> • <i>for latest year.</i> • <i>for the previous year.</i> 	
Provide pre-tax profit details (in £ Sterling)	<ul style="list-style-type: none"> • <i>for latest year.</i> • <i>for the previous year.</i> 	

APPENDIX 'B'

DESIGN & INSTALLATION PREAMBLES

PVC-u WINDOWS

APPENDIX 'C'

NEW BUILD STANDARD HOUSE TYPES

HOUSE ELEVATIONS & FLOOR PLANS

APPENDICES 'D'

NEW BUILD STANDARD HOUSE TYPES

WINDOW TYPE ELEVATION DRAWING

(NB. Window 'Type' references are taken from Architects drawings and so differ from those in Appendix 'H' - the Pricing Framework)

APPENDIX 'E'

NEW BUILD STANDARD HOUSE TYPES

WINDOW SCHEDULE

(NB. Window 'Type' references are taken from Architects drawings and so differ from those in Appendix 'H' - the Pricing Framework)

APPENDIX 'F'

REFURBISHMENTS
REPLACEMENT WINDOWS TO EXISTING HOMES

PROJECT MANAGEMENT

APPENDIX 'F'

PROJECT MANAGEMENT

REPLACEMENT WINDOWS TO EXISTING HOMES

1.0 SCOPE OF WORKS

- 1.1 The works shall comprise the supply and installation of new double-glazed PVC-u replacement windows (to include french doors and patio doors etc) to specified properties of differing age and design; and shall embrace all associated works which shall be deemed to include:-
- the installation of lintels to all unsupported external leaf brickwork;
 - the making good of damaged external decorations;
 - all associated internal and external builders' work and making good as required and directed by the client Association's Contract Administrator.
- 1.2 Works to entire properties to *include* all adjoining brick-built extensions/projections and separate brick-built stores - unless specifically directed otherwise by the client Association's Contract Administrator.
- 1.3 Works to entire properties to *exclude* timber-built porches, conservatories and stores/sheds etc - unless specifically directed otherwise by the client Association's Contract Administrator.
- 1.4 Works to entire properties to *include* renewing all fixed lights adjacent to external doors with new double-glazed hermetically sealed units of toughened glass (both leaves). Where the replacement of the frame is impracticable, the rebate of the existing frames are to be deepened as necessary; retaining the same profile externally, and providing replacement matching beads as required internally.

2.0 SPECIFICATION

- 2.1 The Manufacturer/Supplier's installation team(s) shall replace all of the existing windows to each of the designated properties with new double-glazed hermetically sealed PVCu units that comply in every respect with the 'Design & Installation Preambles' ([Appendix 'B'](#)).
- 2.2 The Manufacturer/Supplier's installation team(s) shall install new IG "L10" steel angle lintels (with 150mm min end-bearing) to all unsupported external leaf brickwork/blockwork above each opening.
- (6mm min. thick galvanised or stainless steel bars may be used where there are 'Finlock' gutters immediately above).
- NBs. Ensure structure above is adequately supported at all times.
Mortar colours to match the existing.

- 2.3 The Manufacturer/Supplier's Contract/Accounts Manager (or appointed representative) is to inform the client Association's Contract Administrator:-
- 2.3.1 immediately in the event of discovering instances of no supporting lintels.
- 2.3.2 of any areas of soft or rotten timber.

3.0 OPERATIONAL PROCEDURES

- 3.1 The relevant client Association's Contract Administrator shall:-
- 3.1.1 provide the Manufacturer/Supplier's Contract/Accounts Manager with advance notice of a proposal to prepare and implement a planned programme of replacement windows to existing properties.
- 3.1.2 carry out all necessary property inspections and prepare a work schedule of all of the properties to be included in the planned programme of works, to include all basic information such as:
- * the Address.
 - * the Resident's Name.
 - * the Resident's Telephone Number,
 - * the Property Type.
 - * all relevant Features (eg. rendered).
 - * (whether it is anticipated) lintels will be required ?
- 3.1.3 liaise with Area/Regional Housing Managers as appropriate to:
- * inform them of the properties included in the planned programme of works.
 - * check that there are no properties included in the work schedule that should be excluded (eg. because they are the subject of a current Asset Management Review, or a current Right to Buy application, or there is an ongoing Rent Arrear dispute etc).
 - * ensure that the work schedules include sold leasehold properties where appropriate, and that all consultation and approval procedures are being undertaken in accordance with Section 20 of the Landlord & Tenant Act (1985).
- 3.1.4 undertake a monthly review of the extent of the planned programme of works, the progress being made, and the work quality with the Manufacturer/Supplier's Contract/Accounts Manager.
- 3.1.5 send a **standard letter** to the resident(s) of each property included within the agreed work schedule; advising them of the Association's proposals, and providing them with the opportunity to withdraw within 2 weeks of the date of the letter.
- 3.1.6 inform the Manufacturer/Supplier's Contract/Accounts Manager immediately upon receiving notice from a resident wishing to withdraw from the programme.

- 3.2 Within 3 weeks of receiving a new or updated work schedule, the Manufacturer/Supplier's Contract/Accounts Manager, shall:-
- 3.2.1 issue a **standard letter** to each resident informing them that the Manufacturer/Supplier's surveyor will be attending their property on a specified date; ideally providing at least 1 week's notice.
 - 3.2.2 present both the existing and proposed fenestration layouts (together with prices and manufacturer's working details) to the client Association's Contract Administrator for approval.
- 3.3 The client Association's Contract Administrator shall:-
- 3.3.1 inspect and measure the windows to selected properties as required so as to be satisfied that quoted sizes are generally accurate.
 - 3.3.2 aim to agree the fenestration layouts and the costs for each property with the Manufacturer/Supplier's Contract/Accounts Manager within 1 week of receipt, and confirm by means of a formal instruction:
 - * Window styles G, M, N, P, R, T, V, W, X, Y & ZA comply with the Performance Specification in full and should be used wherever possible.
 - * Typical Instruction: 109 Tudor Drive, Newbury - 1 x A1, 2 x G9, 1 x G35 1 x T(S)1 & 2 x P13 / 7 lintels / Rendered Mid T = £2,950.00.
 - 3.4.1 Upon agreeing the layouts and costs for each agreed batch of properties, the Manufacturer/Supplier's Contract/Accounts Manager shall present a revised programme outlining the proposed sequence of events for all outstanding works. This shall be updated on a weekly basis.
- 3.5 The Manufacturer/Supplier's Contract/Accounts Manager shall:-
- 3.5.1 send a **standard letter** to each resident requesting access to install, giving no less than 1 week's notice. Any revisions to the programme as a result of these letters to be forwarded to the client Association's Contract Administrator.
 - 3.5.2 commence installation within 2 weeks of agreeing the fenestration layouts for each new batch of properties.
 - 3.5.3 upon the completion of the works to individual properties, submit to the client Association's Contract Administrator a **Site Inspection Form (Appendix 'G')** for each property; showing that the Manufacturer/Supplier's Contract/Accounts Manager has checked and confirmed that each individual window is in good condition, has been well fitted, is operating correctly, that any making good to reveals etc has been completed satisfactorily, and that all other works relating to the property have been completed **in full**.
 - 3.5.4 not consider that Practical Completion has been achieved on a property until all damaged surfaces, internally and externally, are reinstated to the condition they were prior to the commencement of works on site.

- 3.6 Upon receipt of the Manufacturer/Supplier's [Site Inspection Form \(Appendix 'G'\)](#), the client Association's Contract Administrator shall inspect the properties with the Manufacturer/Supplier's Contract/Accounts Manager and prepare a typed-up snagging list; presenting it to the Manufacturer/Supplier's Contract/Accounts Manager by e-mail within 3 days of the inspection.
- 3.7 The Manufacturer/Supplier's Contract/Accounts Manager shall, subject to reasonable access, complete all snagging items within 3 days of receiving the snagging list for a particular property.
- Nb.** Problems regarding access shall be immediately referred to the client Association's Contract Administrator.
- 3.8 The client Association's Contract Administrator shall reinspect all properties, with the Manufacturer/Supplier's Contract/Accounts Manager, within 7 days of the original inspection and, if necessary prepare and issue a revised snagging list.
- 3.9 The client Association's Contract Administrator shall confirm on a weekly basis all properties to which the works have been completed in their entirety, and to his full satisfaction.
- 3.10 At the end of each calendar month, the Manufacturer/Supplier's Contract/Accounts Manager shall issue a summary of invoicable works carried out to date; ie all works have been completed *in full*, including snagging items.
- Nb.** Where the contractor experiences delays in making good redecorations (*for example*) due to persistently wet weather conditions, appropriate applications for payment may be sought for properties where all other works, including snagging items, have been completed in full.
- 3.11 The client Association's Contract Administrator shall:-
- 3.11.1 agree the valuation with the Manufacturer/Supplier's Contract/Accounts Manager within 1 week of receiving the summary.
- 3.11.2 then arrange payment within the specified period.
- 3.12 All replacement window works shall be undertaken in full accordance with the above procedures.
- 3.13 All site queries and administration queries to be directed to the Manufacturer/Supplier's Contract/Accounts Manager or client Association's Contract Administrator.

4.0 CONTROLLING THE WORKS

- 4.1 The operational procedures seek to promote installation within 6 weeks of the Manufacturer/Supplier having been provided with an initial schedule of properties, or additions to an existing schedule.

- 4.2 Where a large replacement window programme is proposed, the client Association and Manufacturer/Supplier may elect to agree:-
- * an initial batch of properties, followed by further batch(es) at the end of each subsequent month.
 - * a timeframe in which to complete the works.
 - * the rate (*eg. in terms of properties per month*), by which the replacement upvc windows (together with all associated works) are to be completed.
 - * liquidated and ascertained damages to be levied (*eg. £50.00 per property per month*), at the end of each month (following an initial agreed programme establishment period), for each property not completed (in full).
- 4.3 The Manufacturer/Supplier's Contract/Accounts Manager shall provide the client Association's Contract Administrator with a detailed Method Statement showing how the contract shall be administered in relation to matters not specifically detailed in this Partnering Proposal Document, to include:-
- * lead-in time(s),
 - * surveying patterns,
 - * number of fitting teams and dedicated contract/team supervisors/administrators etc.
- 4.4 The client Association retains the right to reduce the number of total properties initially allocated to the Manufacturer/Supplier, but to cover any incurred associated costs.

5.0 PAYMENTS

- 5.1 Applications for payment are to be received and processed on a monthly basis; for all properties to which all works have been completed **in full**, including snagging items.
- 5.2 The cost of the works to each property are to be detailed separately; in the form of a typical instruction (see 3.3.2 above).
- 5.3 Where the contractor experiences delays in making good decorations etc due to persistently wet weather conditions, appropriate applications for payment may be sought for properties where all other works, including snagging items, have been completed in full.
- 5.4 Failure to complete outstanding making good etc during good weather will result in payment on those properties being withheld until such time as they have been completed in full.
-

APPENDIX 'G'

REFURBISHMENTS REPLACEMENT WINDOWS TO EXISTING HOMES

SITE INSPECTION FORM

INSTALLATION OF NEW PVC-U WINDOWS

SITE INSPECTION CHECKLIST

(Example)

ADDRESS:

LOCATION	Hall	Cloakroom	Kitchen	Lounge (Front)	Lounge (Rear)	Rear Store
Check all opening casements and fanlights to ensure:-						
◆ There are no binding casements or fanlights.						
◆ Hinges and restrictors operate correctly.						
◆ Handles operate smoothly.						
◆ Internal Decorations have been made good to match the existing.						
◆ External mastic has been applied neatly.						
◆ External mortar repairs have been applied neatly and match the existing.						
◆ There are no other obvious outstanding works or defects.						
LOCATION	Landing	Bedroom (Front Left)	Bedroom (Front Right)	Bedroom (Rear Right)	Bathroom	
Check all opening casements and fanlights to ensure:-						
◆ There are no binding casements or fanlights.						
◆ Hinges and restrictors operate correctly.						
◆ Handles operate smoothly.						
◆ Internal Decorations have been made good to match the existing.						
◆ External mastic has been applied neatly.						
◆ External mortar repairs have been applied neatly and match the existing.						
◆ There are no obvious outstanding works or defects.						

NAME..... **POSITION**..... **COMPANY**.....

SIGNED..... **DATE**.....

Appendix 'G'

APPENDICES 'H'

ALL INCLUSIVE WINDOW SCHEDULE / PRICING FRAMEWORK

(to be completed in full and included in the submission)

APPENDICES 'J1' – 'J4'

PRICING SCHEDULES

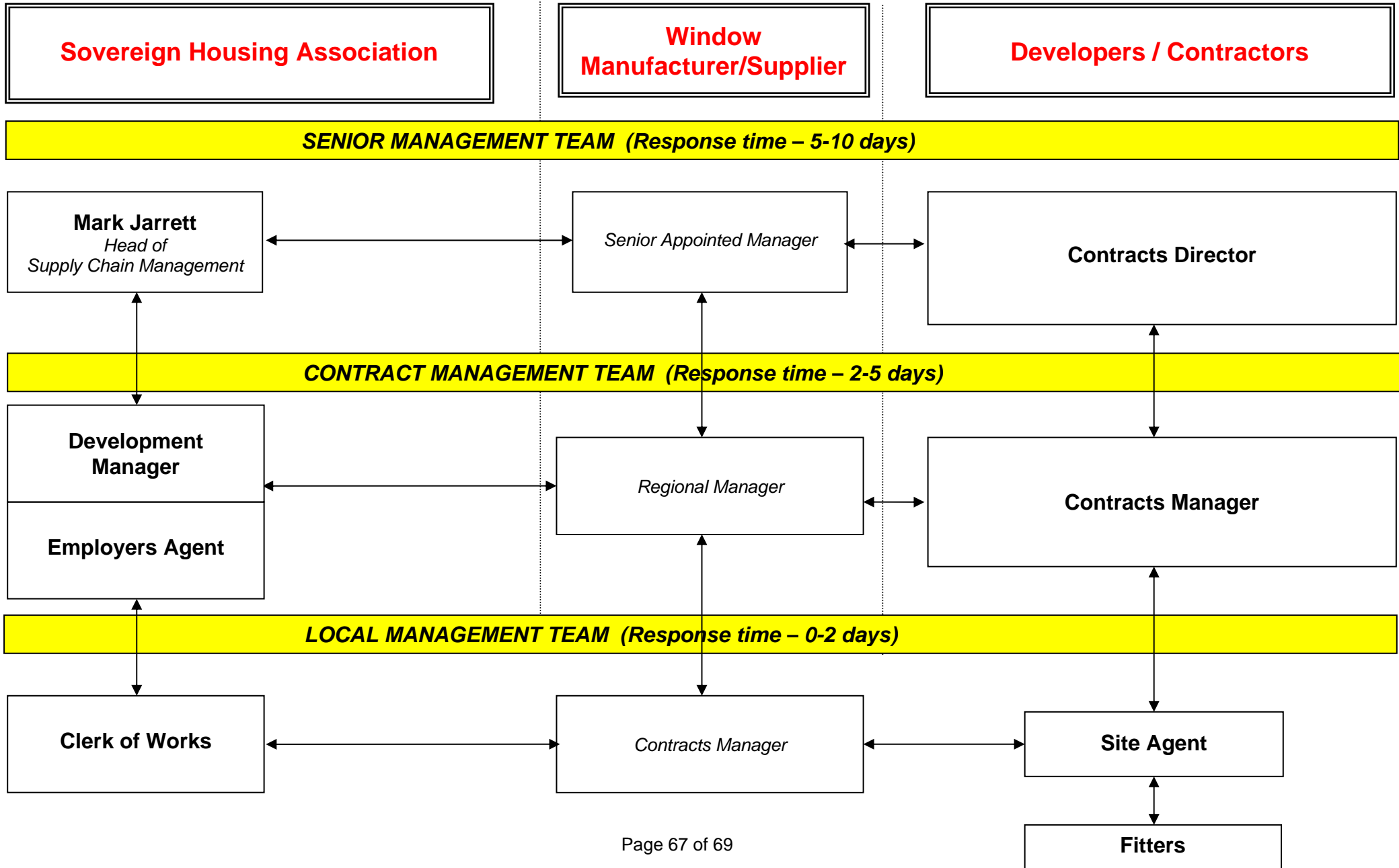
(to be completed in full and included in the submission)

APPENDICES 'K1' & 'K2'

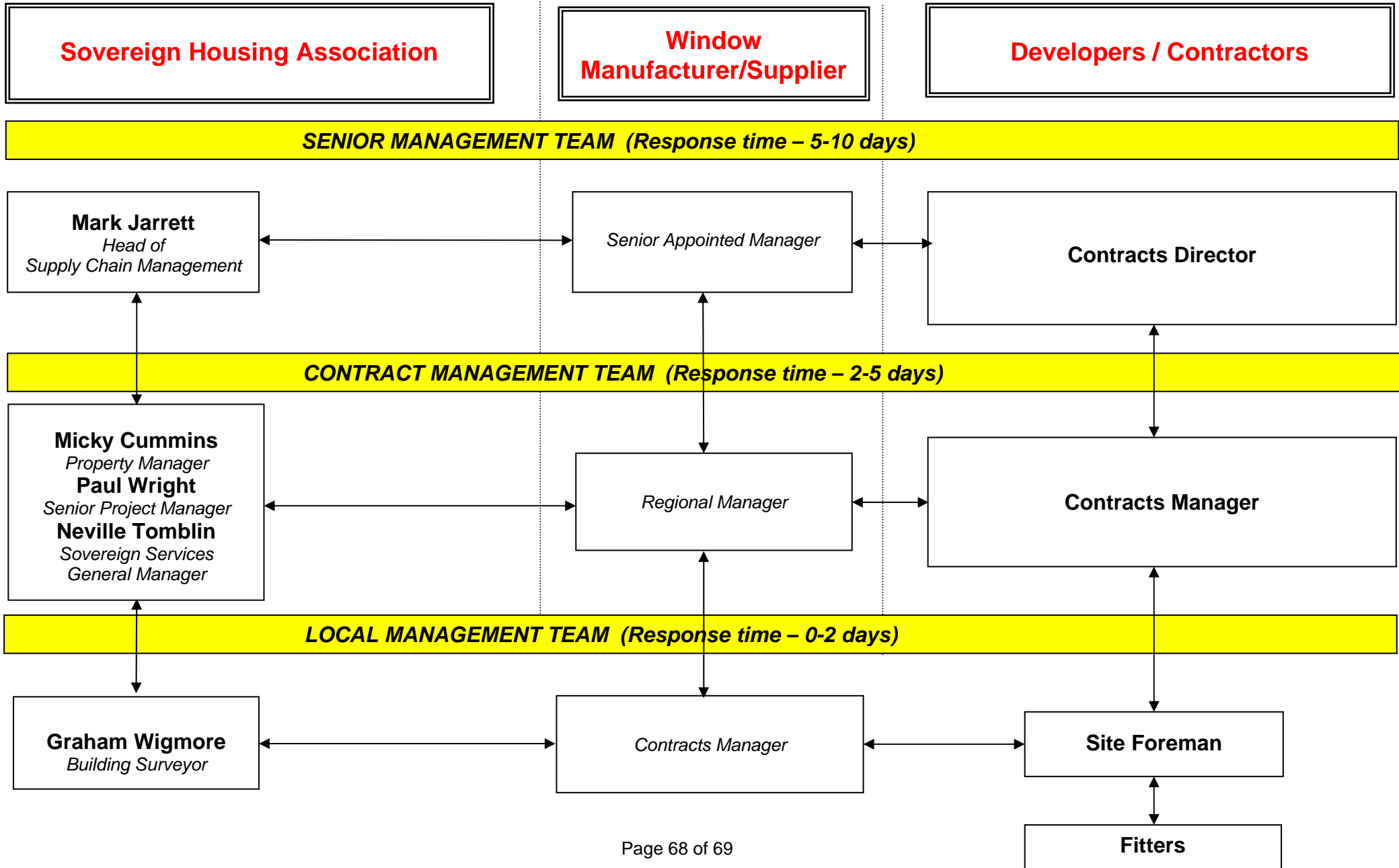
PROBLEM RESOLUTION LADDERS

(provisional)

Appendix 'K1' – Problem Resolution Ladder – New Build (Organisation-wide issues)



Appendix 'K2' – Problem Resolution Ladder – Refurbishment / Maintenance (Organisation-wide issues)



APPENDIX 'L'

PROPOSAL EVALUATION FRAMEWORK

(provisional)