

**Part B: Scope of Works and General
Requirements – Lot 2 Supply and Install
Windows and Doors**

EEM0073 Windows and Doors

EEM

Working together.
Procuring efficiently.

EEM Working Together.
Procuring Efficiently.



Contents

Part B1 – Introduction	3
Part B2 – General Requirements	6
Part B3 – Material Requirements – Window Sets	14
Part B4 – Material Specification – PVCu Door Sets	21
Part B5 – Material Specification – Composite Door Sets	24
Part B6 – Hardware	27
Part B7 – Additional Services	32
Part B8 – Supply and Installation Works	33
Part B9 – Framework General Requirements	40
Part B10 – Customer Care (Occupied Domestic Works)	42
Part B11 – Contractual Requirements	44
Part B12 – Health and Safety & General Site Safety	46
Part B13 – Experience, Qualifications and Accreditations	51
Part B14 – Service Level Requirements	52
Part B15 – Form of Tender	56

Part B I – Introduction**B1.1 Introduction**

The information below is intended to set out the minimum service requirements for any contracts agreed under this Framework. Regardless of size, we expect that all EEM Members are provided the same level of service. The information contained below provides baseline for all our Contractors to work to. These may be refined and enhanced during the Call Off Agreement process.

This framework Part B will be for the following Lot:

Lot 2 – Supply and Installation of Windows and Doors

The successful Contractors will be expected to conduct the services provided through this Framework to domestic properties, commercial properties typically consisting of a mixture of domestic housing stock, bungalows, blocks of flats, and sheltered housing schemes as well as garages, communal buildings, corporate buildings, hospitals, student accommodation, schools, universities and depots and any other building owned and/or managed by our membership.

The Contractor shall be required to deliver all services as detailed within the tender documentation specification and in accordance with the EEM Framework terms and conditions and shall apply all reasonable skill, care and diligence in the performance of these services set out below.

This document relates to Lot 2 only and provides the minimum standard requirements for all works completed along with information on how the Framework and subsequent Call Off Agreements will be awarded and managed.

B1.2 Key Objectives

The following areas are considered as key priorities for EEM and our Members:

- To secure best value through this procurement.
- To create a flexible term Framework and Call Off Agreements that are able to meet the changing needs of the Members and building occupiers.
- To meet the needs and aspirations of current and future building occupiers wherever possible.
- Securing the services of Contractors who meet quality requirements and provide assurance that British, legislative and manufacturer standards can be met.
- To secure the services of the industry to deliver the services with cost and quality predictability.
- Development of efficient maintenance programmes in accordance with Member needs.
- Ensuring compliant contracts.
- Minimise environmental impacts.
- To create training places and employment opportunities for local communities and SME's, investing in local economy wherever possible
- Deliver excellent customer service to Members
- Collaborative working to identify opportunities in relation to delivering the services.

- Securing social and added value initiatives via Framework Call Off Agreements.

B1.3 Scope

The scope of this Framework is for the design, manufacture, and installation of windows and doors suitable for the repairs and refurbishment of existing properties and new build properties. The windows and doors on offer will be utilised by EEM Members across their property stock; including but not limited to, domestic, public and commercial properties, and other buildings that are the responsibility of EEM's diverse (principally, public or third sector) Members.

The Suppliers appointed to this Framework will be able to offer EEM Members the following:

- PVCu Windows
- PVCu Doors Sets including patio doors
- Composite Doors Sets
- Full installation service
- Aluminium Windows (Optional Requirement)

The core area of work for most Members is within repairs and maintenance and many employ their own Operatives with support from external contractors. Materials need to be available at the right time to provide an efficiency of time for Operatives and a first-time fix. This Framework will be open for use by Members or by their Approved Contractor(s). Use of the Framework by Contractors will be at the direction of EEM only.

Each Call Off Agreement will be set up to meet the service level requirements of the Member but will involve the design, manufacture and installation of windows and doors.

This Framework will be open for use by Members or by their Approved Contractor(s). This will be at the direction of EEM or the Member. Where Contractors on relevant EEM Frameworks are tendering for works involving property improvements, EEM may provide our agreed catalogue rates within the tender to ensure the Member receives the correct rates. Suppliers from this Framework may be called upon for supply and installation of windows and doors to the successful Contractor.

There is clear evidence to show that public bodies are paying a wide range of prices for the same commodities, even within existing collaborative arrangements. EEM's objective is to assist the public sector in maximising the significant buying power that exists across materials. With this in mind EEM is looking to create a Framework that provides all public sector bodies the same price regardless of size and location. By collaborating across our membership, we expect to receive the best possible price for materials.

With this in mind all Suppliers will be required to work to the objective of **“One price for the Public Sector”**.

B1.4 Defined Terms

Call Off Agreement	Call Off Agreement refers to a contract between a Member and a Contractor following an award process under the terms of the Framework Agreement.
Contractors	Throughout this Tender the words Contractor, or Contractors refer to potential respondents.
Framework	Throughout this Tender, Framework refers to the agreement that will be reached with successful Contractors responding to this Tender, and that comes into effect in April 2022.
Framework Base Rates	<p>Framework Base Rates refer to the submitted rates detailed in the Price Schedules which will form the basis of all Call Off Agreements for each 12 month period of the Framework.</p> <p>Framework Base Rates can be renegotiated every 12 months in line with the process detailed in B6.3 of this document.</p>
Lots and Sublots	<p>Throughout this Tender the words Lot, or Lots refers to the requirements detailed herein.</p> <p>Throughout this Tender the words Lot, or Lots refer to Lot 1 National Coverage, Lot 2 National Coverage, Lot 3 National Coverage, Lot 4 National Coverage.</p>
Members	Throughout this Tender the words Member, or Members refer to any organisation able to access EEM's services.
Price Schedule	Throughout this Tender the words Price Schedule or Prices Schedules refers to Part C of the tender documents which details the individual schedule of rates that will be applied to all Call Off Agreements under this Framework
Respondent	Throughout this Tender the words Respondent or Respondents refers to an organisation making a submission to this Tender
Selection Process	<p>Selection Process refers to either a mini competition or direct award process which ends with the completion of a Call Off Agreement.</p> <p>The Selection Process will provide the Contractor with the specific requirements of the Member and will start with an expression of interest sent out by EEM. Contractors have the option to decline and not take part in a Selection Process.</p>

Tender	Tender refers to this procurement process. It is conducted in line with the Public Contract Regulations (2015) and in accordance with EEM's own financial regulations. It covers the tendering process and subsequent evaluation and award stages.
---------------	--

Part B2 – General Requirements

All preparation, installation and finishing works shall be completed in accordance with *BS8213-4:2016 Windows and Doors. Code of Practice for the survey and installation of windows and external door sets* and comply with the latest Building Regulations.

Before commencing any works, Contractors shall be required to note the location of all overhead power supplies. Where there is a requirement for the movement of overhead cables, the Contractor must notify the Member and await further instruction.

Upon carrying out the pre-inspection of each property, the Contractor should highlight evidence of missing over leaf lintels, or movement above window heads and refer these to the Member for a decision prior to the commencement of any installation works.

The Contractor will install and seal the new windows and Door Sets on the same day that the existing windows or Door Sets are removed, to maintain security and the weather tightness of the structure.

B2.1 Minimum Competence Requirements

To demonstrate your competence and compliance, it is expected as a minimum Contractors must be able to demonstrate that their products comply with the relevant British Standards.

This specification makes reference to Building Regulations and British / European standards. Contractors should ensure compliance to these requirements.

EEM have created Appendix 5 which includes all relevant accreditations, please note this includes regulations for both manufacture and installation. For the purposes of this Lot Contractors are only expected to meet the manufacture and product standards.

Contractors are required to prove they conform to the relevant regulation within D3 of the Part D Tender Assessment. Failure to provide evidence your product conform with these regulations will result in the rejection of your bid from the Framework tendering process.

B2.2 Product Conformity

As a minimum requirement, conformity to relevant British and or European standards will be required, whilst your attention is to be drawn to Appendix 5, it should not be considered exhaustive or include the most recent issue. Where any of the details listed have been superseded then the most recent version shall apply, therefore the Contractor must be familiar with the latest version of the standards and apply them to their submission to this Framework.

Window and door test evidence and product accreditations will need to have been undertaken in accordance with the relevant British Standard and or Product Assessment Scheme and be certified by a UKAS (United Kingdom Accreditation Service) accredited body (e.g. BSI Kitemark, BM TRADA Q Mark), or similar.

It is essential that Contractors hold the relevant standards and product performance certification in their Company Name, your evidence of test certification is required within Section 8 of the Xantive Portal.

B2.3 Core Ranges

EEM are looking to establish a common catalogue of door styles across all Contractors. Each Contractor must be able to offer; as a minimum, the door styles detailed in the Pricing Schedule for both PVCU and Composite Door Sets. Within the additional services tab in Part C – Pricing Schedule, Contractors will have the option to offer additional door styles to expand the catalogue available to Members.

Contractors must be able to offer ranges that align with EEM's requirements. Within the Xantive portal, Section 8.2 – Core Range, you are required to submit a brochure/information sheets and any additional information for each of the styles.

Each door type and style must be priced **including** the following hardware and furniture. Several items may include upgraded options such as different colours, designs etc, these will be priced as extra over items within the Pricing Schedule. Each item below has a dedicated section within this document

Hardware/ Furniture	Description
	PVCu and Composite Standard Door Sets
Handles	Please refer to section B6.7
Lock	Please refer to section B6.8 and where applicable section B6.6
Letter plate	Please refer to section B6.10
Viewer	Please refer to section B6.12
Numbers	Please refer to section B6.13
Hinges	Please refer to section B6.9
Security Chain	Please refer to section B6.14

B2.4 Hardware

Windows and Door Sets shall be supplied with all hardware fitted to ensure they operate satisfactorily and in accordance with the performance requirements set out within the applicable sections of this document.

Contractors are expected to liaise closely with hardware manufacturers to keep updated with revisions to existing standards and any updated publications.

From time to time Members may request the inclusion of adaptive hardware to accommodate a tenants additional needs, in regard to components such as locking mechanisms and handles. Contractors should be capable of offering adaptations which comply with the requirements of the Equality Act (Disability) Regulations 2010.

In addition, Contractors shall have the ability to provide a range of hardware to assist those in need of adaptation requirements, and must comply with BS 8300 – ‘design of buildings and their approaches to meet the needs of disabled people. Code of practice’.

Hardware product assessments should utilise BS 6375-2.

It is essential that all hardware component parts can be easily and economically replaced without removing the outer frame from the structure of the building. Window hardware should be capable of 50,000 operations in conditions simulating actual use without sign of excessive wear.

All hardware and fixings should be suitable for use within a range of environments including coastal and industrial areas and shall have at least the equivalent corrosion resistance of BS EN 1670.

B2.5 Door Thermal Insulation

Door Sets including any side screens and fanlights shall be able to meet the energy efficiency provisions of the Building Regulations Part L.

U-value declarations shall be in accordance with BS 6375-3 Door Energy Ratings (DERs). This should include the thermal bridging values for the whole Door Set.

The door core is to be rigid polyurethane injected foam achieving a standard U-value for a solid leaf door of 0.99W/m2K and no greater than 1.6W/m2K for all glazed options.

B2.6 Door - Weather Performance

Door Sets offered will need to meet a minimum 800 Exposure Category as classified in BS 6375-1,

Classification table reproduced below (table 1);

Exposure Category	Classification		
	Air Permeability	Water Tightness	Resistance to Wind
800 U	Class 0	Class 0	Class A2
*800 X	Class 1	Class 2A	Class A2
800	Class 2	Class 3A	Class A2
1200	Class 2	Class 3A	Class A3



*For door assemblies with accessible (low) thresholds

B2.7 Door – Glazing Panes

Glass in door leaves, sidelights and fanlights shall meet the performance requirements for thermal insulation and impact safety as set out in Approved Documents L, K, and N of The Building Regulations.

All doors are to be factory glazed; no on-site glazing is permitted. Glazing is to be toughened/laminated glass, double glazed (Laminate Glazing to be 6.8mm).

To comply with the Building Regulations Parts K and N glazing in hazardous locations, all safety glass used shall conform to and be third party accredited, to the following;

- BS EN 12150 for toughened safety glass
- BS EN 14449 for laminated safety glass
- BS EN 12600 for the pendulum impact test method

Notwithstanding the above, glazing shall be carried out in accordance with the relevant requirements of BS 6262 and with the door system manufacturer's glazing instructions (including flag doors, fanlights, and sidelights).

All hermetically sealed insulating glass units (IGUs) included gas filled units shall comply with the requirements of BS EN 1279 and be certified by an accredited third part certification scheme.

Glass used in IGU's for doors shall be required to comply with the appropriate British Standards including the following;

- Annealed glass - BS EN 572
- Laminated glass - BS EN 14449
- Toughened glass - BS EN 12150
- Low-e coated glasses, including both hard and soft coated - BS EN 1096

IGU's in doors shall be retained in doors via the use of a purpose made glazing cassette system, this system shall utilise a mechanically jointed clip system which enable the safe removal of the internal cassette should reglazing be required. The clip system should eliminate the need for screw caps.

B2.8 Door Adaptation for Disabled Users

Contractors shall have the ability to provide a range of hardware to assist people with disabilities. Components such as handles, locking mechanisms and controls are to be capable of offering adaptations in accordance with The Equality Act (Disability) Regulations 2010.

Where a panic bar (crash to open) system is required this is to meet the requirements of BS EN 1125, if a push pad system is required then this is to meet the requirements of BS EN 179

B2.9 Safety, In Use and Cleaning

Contractors must have a consideration for ensuring safety for when their products are in use and during cleaning, and utilise the recommendations given in BS 8213-1.

B2.10 Safety Restrictors

Where applicable safety restrictors shall be installed as per the manufacturer's instructions and shall operate so that they; limit the initial movement of an opening light so that a clear opening of not more than 100mm is achieved at any point.

Restrictors shall be none lockable and be capable of only being released by manipulation.

All restrictors should be easily identifiable and capable of being released by an adult and should re-engage automatically when returned to the initial restricted position. Restrictors should be intuitive by design.

B2.11 Safety Exit Devices

Emergency exit and panic devices shall conform to the requirements of BS 6375-3, and where performance testing is required this shall conform to the requirements of BS EN 179 and BS EN 1125.

Contractors must ensure exit and emergency exit devices should adhere to the relevant building regulations (Building Regulations, Approved Document B) and ensure they follow the guidance regard to making provision for a means of escape (egress).

With regards to egress the operation of windows and Door Sets shall comply with, the relevant parts of BS 9991 and BS 9999, together with the respective parts of the applicable Building Regulations.

Hardware used for the provision of egress shall be designated by the manufacturer and shall be suitable for use in means of escape.

B2.12 Fire Safety Products

Fire resisting products, shall conform with the requirements set out in the BS EN standards – including BS EN 14600 and BS EN 16034

All associated hardware items shall likewise conform to respective standards pertinent to the product to ensure suitability, compatibility, performance, and durability appropriate for its use.

Glazing in fire Door Sets, including any fanlights, shall meet the relevant requirements of Approved Document B of the Building Regulations in respect of FD30/ FD30S.

Contractors must hold in their own name certification for those Fire Door Set designs and any associated top light or additional glazing. Certification under either of the following regulations will be accepted BSEN 1634 or BS 476.

B2.13 Availability of Parts

Whilst it is understood that the components used in the construction of windows and doors may evolve over time to ensure that they meet the needs of any building regulation changes, it is imperative that the successful Contractor can guarantee availability of compatible parts for a period of at least 10 years.

B2.14 Secure by Design or similar

All relevant products supplied via this Framework must be, Secure by Design or similar scheme approved as standard. All Secure by Design item must comply with the relevant PAS24 certification.

Where Secure by Design is utilised all mechanisms of the product shall meet the set requirement of Secure by Design and hold the relevant certification. Approved Document Q (security dwellings) of the building regulations must be complied with.

All hardware, and mechanisms must be tested (including fire testing) and evidence must be shown within the certificate provided with the section 8.3 of the Xantive Portal.

On occasion there may be an instance whereby a Member specifies that they do not wish to include Secure by Design mechanisms within their specification, it would be expected that Contractors would be able to comply with this decision and provide suitable alternatives.

B2.15 Guarantees and Warranties

EEM requires that Contractors can offer a 10-year product guarantee; subject to a suitable maintenance programme and normal usage. Contractors are required to provide a detailed list of the material guarantees they offer, please see Section 8 of the Xantive Portal.

Notwithstanding the required guarantees offered, all items shall be covered by a defect's liability period effective for at least 12 months after the date of final signing-off or practical completion. The cost of the guarantee, must be included in the prices offered

B2.16 Window and Door Marking

All Windows and Door Sets shall be marked in accordance with the requirements of BS 8529. Glass shall be indelibly marked in accordance with the requirements of BS 6262-4.

Each item should be permanently marked using an identification label. It shall be in an unobtrusive position which cannot be seen when the item is in the closed position. Where scanning and information portals are available, each label shall contain a barcode which can be scanned by a standard smart phone.

When the item is scanned it shall provide free direct access to a web based portal, which will enable the Member to access to the following minimum information;

- Name and contact details of fabricator and installer,
- Date of manufacture / delivery, the batch and item number,
- Product certification, date stamped photos of the installation process,
- Scaled illustration of the item and a full product component schedules including sizes,
- Specification (where applicable) and description.

Please note that where online information portals are not available this information must be made available to Members at the point of sign-off for each window or Door Set.

B2.17 Record Keeping

Ideally Contractors will be able to offer an online management information portal whereby Members will be able to access all information for each door or window set fitted throughout their property stock. The portal offered must be free of charge to the Member and adequate training and support must be provided.

EEM Members should be able access the following information;

- Project delivery programme
- Installation Diary
- Property Risk Assessments
- Site survey information.
- Product certification documents (property specific)
- Test Reports
- Installation Reports
- Handover checklists
- Customer satisfaction survey data
- Product Maintenance manuals

EEM understand that Contractors may not be able to provide a portal where Members can access this information, if so, this information should be made available to Members via alternative means.

B2.18 Obsolete and Discontinuation

Where a product is discontinued during the Call Off Agreement, the Contractor will be required to hold stock for replacement until the end of the Call Off Agreement, or be able to offer an alternative product which meets the requirements and can fulfil the Call Off Agreement.

EEM will require sufficient notice of any planned discontinuations to allow discussions to take place with the Membership. Ideally, notice should be given at least 6 months prior to the discontinuation or where this is not possible due to a decision by an external party, EEM must be informed immediately following internal notification.

Contractors must work with EEM and each affected Member to ensure an alternative option is available and to assist with the transition to the new products.

B2.19 Technical Assistance and Guidance

Where appropriate EEM Members may call upon Contractors for their advanced technical knowledge to provide guidance, support and expertise, to enable members to understand their needs within a project(s).

Guidance information may include but not be limited to;

- Thermal performance of products and their effectiveness in reducing energy consumption
- Acoustic performance and sound insulation
- Interpretation and conformity to statutory requirements and Building Regulations
- Interpretation of secured by design crime statistics and design advice
- Design advice and emergency egress, ventilation, impaired mobility, and safety in use solutions

Part B3 – Material Requirements – Window Sets

B3.1 Windows Standards

All windows to conform to:

- BSI Kitemark accreditation to BS7412: 2007, PAS 24:2016
- BS EN ISO 9001:2013
- Disabilities Discriminations Act Part 3 2005
- Housing Providers' Disability Equality Duty 2006
- Building Regulations Part, A, B, E, F, L, M, N
- Equivalent EN accreditation
- BS EN 1670,
- BS7413
- BS EN 12608:2016

B3.2 Windows Profile

All profiles shall be, unplasticised polyvinyl chloride to be manufactured from Type A Impact Modified (minimum impact strength 12kJ/m²) PVCu to BS EN 12608:2016.

All profiles, as a minimum should be available in white, woodgrain and woodgrain on white and grey, all of which must be on the same standard 4-week lead times. White will be the standard option and all pricing in the Price Schedule should relate to white. Additional colours will be priced by a percentage uplift added to the cost of the standard white frames.

Chamber construction shall be a minimum of three totally sealed chambers creating a thermal break between the external and internal walls of the profile with 3mm nominal wall thickness and 1.5 mm nominal web thickness.

The profile shall be a minimum of 70mm front to back and incorporate a double sealed system of a continuous tubular weather strip.

The profiles should be stored in racks in accordance with the manufacturer's instructions. If it becomes necessary to store the profiles outside, then it should be conditioned for at least 24 hours at a minimum temperature of 15c. Under no circumstances should the profiles be used if wet.

The profile system used for the door frame must also offer a colour matched window system as all coupled items must be fully compatible.

B3.3 Windows System

All windows shall be internally beaded except for where an insulated panel abuts an internal block wall then this shall be externally beaded.

All frame joints are to be fully welded in accordance with the profile manufacturers recommendations and finished with a shadow groove joint (this is to be a flush finish where colour foil is used with any exposed surface then being colour matched to the foil finish).

B3.4 Window Design

Window designs shall meet the requirements of BS6375-: 2.:2009 with regards to fire escape.

All structural dimensions internally and externally are to be checked by the Contractor prior to manufacture of each window. Likely window types to be utilised have been provided below;

- Casement Top Hung
- Casement Side Hung
- Tilt & Turn Sash

Where a combination frame is to be manufactured in more than one unit the joint between each unit shall be formed with the system specific coupling strips. In cases where a frame is to be coupled to a door then the coupling system must utilise an Aluminium stanchion profile, all coupling joints are to be secured in accordance with the system Contractor's technical data.

The use of frame extenders / add-ons is only permissible with Member approval. They should only be considered when technical requirements dictate. They are not permissible for correction of item sizes (incorrect survey) or to facilitate the standardisation of item measurements.

B3.5 Windows - Internal Drainage

If a cill is fitted to the window, then internal drainage must be concealed. If a window, due to installation, difficulties cannot be fitted with a cill, then the profile shall be drained via an alternative method, but only after obtaining the express permission of the Member.

Internal drainage shall be isolated from any chambers into which reinforcement can be placed or through which frame fixings pass. Internal drainage must not distort or in any way affect the external face of the profile.

B3.6 Windows – Reinforcement

Reinforcing shall be fitted and fixed in accordance with the profile systems technical recommendation so as to ensure that the Secure By Design and load bearing properties of the window are not compromised, reinforcements can be either aluminium, galvanised steel or recycled composite / PVCu materials.

B3.7 Windows – Cills

Cills shall be hollow section of PVCu construction, colour matched and of the same extrusion as door/window frame and capable of withstanding stresses produced by ladders.

B3.8 Windows - Drip Moulds/ Bars

Drip moulds/bars shall be colour matched and of the same extrusion as the window frame and shall be deemed to be included as an integral part of the window frame.

B3.9 PVCu Linings and Window Boards

PVCu linings and window boards shall be manufactured from low density cellular (closed cell) core and constructed homogenous skin of PVCu and shall be colour matched to the main frame profile.

B3.10 Windows - Weather Sealing

Weather sealing shall consist of a double sealed system using black tubular weather strip or approved equivalent (co extruded).

Weather performance shall be approved to BS 6375-1:2015 + A1:2016. Water performance shall be approved to BS6375-1:2015 + A1:2016

Should non co-extruded weather strips be required in ancillary profiles the these shall be spot glued into the appropriate channel at all corners/ends. All materials should comply with BS 4255: Part 1 and Table of BS: 7412: 2007

The glue used shall be approved by the manufacturer of both weather strips and the PVCu extrusion manufacturer.

B3.11 Windows – Glazing

Glazed units shall meet the minimum standards set out below, however, in accordance with Part L of the Building Regulations 2002, all glazing shall be included within the calculation of the Total Frame Thermal Performance.

The double-glazed system shall be internally beaded using OVOLO co-extruded glazing beads and gaskets. Double glazed units shall be approved to BSEN 1279 and Kite marked. Glazing must comply with BS952: Parts 1 and 2.

To comply with the Building Regulations Parts K and N glazing in hazardous locations, all safety glass used shall conform to and be third party accredited, to the following;

- BS EN 12150 for toughened safety glass
- BS EN 14449 for laminated safety glass (laminated glazing to be 6.8mm)
- BS EN 12600 for the pendulum impact test method

Notwithstanding the above, glazing shall be carried out in accordance with the relevant requirements of BS 6262 and with the window system manufacturer's glazing instructions. All hermetically sealed insulating glass



units (IGUs) included gas filled units shall comply with the requirements of BS EN 1279 and be certified by an accredited third party certification scheme.

Glass used in insulating glass units for windows and doors shall be required to comply with the appropriate British Standards including the following:

- Annealed glass - BS EN 572
- Laminated glass - BS EN 14449
- Toughened glass - BS EN 12150
- Low-e coated glasses, including both hard and soft coated - BS EN 1096

B3.12 Windows - External Glazing Seals

External glazing seals shall be of counter balanced gaskets. All materials should comply with BS4255: Part 1 and Table 1 of BS7412: 2007. PVC-U window and doors.

B3.13 Windows Expansion and Contraction

Care should be taken to ensure that no damage can result from the linear expansion and contraction of the profile and any movement that may take place within the building, this includes for the use of low expansion foam.

Recommended Joint Width with Silicone Sealant:		
Up to 1m	1m - 2m	2m - 3m
5mm	5mm	7mm

B3.14 Windows Thermal Insulation

It is the ambition of this Framework to provide our Members with products which as a minimum meet all current standards and regulations. As such all PVCu Windows shall achieve a minimum U Value of 1.4w/m²k and hold a minimum Window Energy Rating (WER) classification of 'A' in line with Part L1A of current Building regulations. Suppliers who can exceed this requirement should state this as it may help Members towards making decisions in future. The Supplier will be required to demonstrate proof of compliance and achieved U values.

B3.15 Screws and Fixings

The method of fixing and any fasteners used shall be in accordance with the manufacturer's specification and instructions to achieve optimum product performance and durability.

All materials used, together with the method of fixing, shall comply with the requirements set out in BS 8213-4. Fixings shall be at least as corrosion resistant as Grade 3 within BS EN 1670, and shall be of a material compatible with other materials they come into contact with and unlikely to cause electrolytic or any other bi-metallic reaction.

All screws except for those to cosmetic items, such as cover plates and handles, shall be Ferritic Stainless Steel. Screws shall penetrate the reinforcement by a minimum of 2mm, of screw thread. Where ironmongery

cannot be fixed through reinforcement then fixing must have a double helical thread and be in a suitable screw port incorporated within the profile.

B3.16 Windows Friction Hinge General

All hinge components such as bottom track, link bars and rivets shall be ferritic stainless steel (option for Austenitic to be available). They shall incorporate plastic friction pad, which shall be adjusted by means of a brass screw to provide the necessary friction braking.

All friction hinges shall have a minimum corrosion resistance to EN1670; Grade 3 - 96 Hrs (Grade 5 – 480Hrs for Austenitic) and shall have a service life of over 50,000 cycles and a 10-year mechanical guarantee.

B3.17 Windows Restricted Friction Hinge

Restricted friction hinges shall include a concealed restrictor within the hinge mechanism. This restriction facility is to comply with Building Regulation Part B and facilitate the use of a night vent facility within the lock keep. The restrictor within the hinge shall reset once closed.

The window design should permit safe cleaning of windows from within the property without putting the occupier in a dangerous position. This facility shall be incorporated within the hinge and be in compliance with the requirement of BS 8213:-2004.

Separate cavity restrictor/ peg and hook restrictors are not permitted.

B3.18 Windows Fire Egress Hinge

Where a casement window is designated as a means of escape in case of fire, then the fire egress hinges shall provide the same night vent and easy clean facility as the standard/ restricted hinge whilst also enabling an unobstructed area that is at least 0.33m² and at least 450mm high and 450mm wide to be created. This egress opening shall be no greater than 1100mm above the floor.

The designated means of escape shall be clearly identified by either a green button or green tab within the handle.

On occasion there may be the need to restrict an egress opening, when this occurs this should be done via a hinge which incorporates all three functions (egress, restriction and easy clean), this hinge system should still afford the user a night vent facility and shall automatically re-engage once closed.

Separate cavity restrictor/ peg and hook restrictors are not permitted.

B3.19 Window Locking Mechanism

The window locking system shall have a minimum corrosion resistance to EN1670; Grade 4 (240 hours) have a service life of over 50,000 cycles and a 10-year Mechanical guarantee.

Please review the Secure by Design section within B12.13.

The locking system shall be of the espagnolette type and incorporate floating mushroom technology (shoot bolts are not permitted). The lock security locking cams shall be bi-direction and facilitate +/- 1mm of compression adjustment.

It shall be located within the depth of the Euro groove, on the casement and secured in accordance with manufacturers technical details. the lock gearbox shall also be located within the sash profile and shall not penetrate any other used chamber or affect the glazing rebate in any way.

The strikers/keeps shall be designed to suit the system and profiled to provide resistance to any lateral movement of the sash within the frame, which may be caused by attempted forced entry. They shall be of robust metallic construction and incorporate a night vent facility.

Lateral movement of the sashes within the frame shall not exceed 4mm from the central position.

Locking mechanism must have option to offset handle height on side hung sashes to meet applicable legislation including the Disability Discrimination Act Part 3 and the Housing Providers Disability Equality Duty 2006.

B3.20 Window Handles

Window handles must have endurance test evidence for 10,000 cycles and comply with BS 6462-1985 strength test C3. Standard colour options should be white, chrome and brass. Alternative colours can be provided as an additional cost. All finishes are to meet the requirements of BS EN 1670:2007 Grade 3 (96 hours) for Corrosion Resistance.

Window handles shall be ergonomically designed to ensure ease of operation and off-set (left and right handing) to ensure knuckle clearance.

The handle shall be available with and without a key dead locking facility both of which must incorporate a positive stop which engages automatically on closing ensuring the window is locked.

Non-keyed handles are to be fitted to first floor and above, and Ground floor window handles are to be key locking except “means of escape” windows, unless alternatively specified within the Selection Process. In circumstances where a casement has been determined as the “means of escape” the handle should clearly identify this via either a green tab or button.

From time to time EEM Members may request that handles are provided with a non-latching facility to meet the consideration of the Disability Discrimination Act Part 3 2005 and the Housing Providers’ Disability Equality Duty 2006. On such occasions an alternative handle must be available.

B3.21 Window Guide Wedges and Intruder Restrictors

All outward opening casements shall be fitted with profile related nylon guide wedges which shall be fixed to the main frame. These guide wedges shall be designed to take up all the tolerances between casement and main frame to resist forced entry from the application of horizontal or vertical force. They shall be fitted in addition to locking system.

Where applicable, in addition to the guide wedges each opening casement shall be fitted with two pairs of intruder restrictors, these shall be profile related and screwed to the main frame and sash on the hanging side of all casement. When the window is closed, these components shall interlock and restrict the opportunity to jemmy the window open.

B3.22 Window Trickle Vent

All replacement windows, including combination frames shall be fitted with a purpose made ventilation unit., in accordance with Building Regs document F 2010, the Equivalent Area (EA) of 5000 EA should be provided to habitable rooms and 2500 EA to non-habitable rooms. The unit shall have been tested in accordance BS EN13141-1:2004 and achieved a Water tightness of 400pa.

The ventilator is to be fitted through the top of the opening casement. With the routing being undertaken at the factory (No site drilling will be allowed).

When surveying provision shall be given to any gas combustion appliance fitted within the room. In such conditions permanent ventilation shall be provided by means of fitting an external canopy to the inside of the unit (in lieu of controllable unit). Fixed to ensure air flow is directed upwards. Bug screens to be manufactured to BS5440: Part 2 1989 and sized appropriately.

Where the ventilator is controllable it shall be operated easily using a tab (For full compliance with Approved Document K 2013 a rod operation is also to be available).

All ventilators shall be securely fixed to the profile section and shall be rigid enough to prevent inter-penetration and deflection, all fixings to be stainless steel, ventilators are to be white as standard (other colour options to be available to meet the selected window profile colour) each ventilator shall incorporate colour matching screw cover caps, both internally and externally.

Part B4 – Material Specification – PVCu Door Sets

B4.1 PVCu Door Standards

All Doors to conform to:

- BSI Kitemark accreditation to BS7412: 2007, PAS 24:2016
- Secured by Design
- Disabilities Discriminations Act Part 3 2005
- Housing Providers' Disability Equality Duty 2006
- Building Regulations Part, A, B, E, F, L, M, N
- Equivalent EN accreditation
- BS EN 1670,
- BS7413
- BS EN 12608:2016

B4.2 PVCu Door Profile

All profiles shall be, unplasticised polyvinyl chloride to be manufactured from Type A Impact Modified (minimum impact strength 12kJ/m²) PVCu to -BS EN 12608:2016.

All doors, as a minimum is to be available in White and Woodgrain, both of which must be on the same standard 4-week lead times. Additional colours may be offered and priced with the Additional Services section of the Price Schedule.

Chamber construction shall be a minimum of 3 number totally sealed chambers creating a thermal break between the external and internal walls of the profile with 3mm nominal wall thickness and 1.5 mm nominal web thickness.

The profile shall be a minimum of 70 mm front to back and incorporate a double sealed system of a continuous black tubular weather strip (co extruded).

The profile should be stored in racks in accordance with the manufacturer's instructions. If it becomes necessary to store the profile outside, then it should be conditioned for at least 24 hours at a minimum temperature of 15c. Under no circumstances should the profile be used if wet.

The profile system used for the door frame must also offer a colour matched door system as all coupled items must be fully compatible.

B4.3 PVCu Door Design

PVCu Door Sets are to be available with a minimum of 2 style options (see below). With each of those being available with a white internal finish, and a minimum choice of 2 colours externally which must include White and Woodgrain.



Alternative colours and styles can be offered and priced within the Additional Services tab of the Price Schedule.

All structural dimensions internally and externally are to be checked by the Contractor prior to manufacture of each door, it shall also be the Contractors responsibility to obtain all tenant choice data.

In cases where a window or screen is to be coupled to a door then the coupling system must utilise an aluminium stanchion coupler profile, all coupling joints are to be secured in accordance with the system manufacturer's technical data.

The use of frame extenders/ add-ons is only permissible with Member approval. The use should only be considered when technical requirements dictate. They are not permissible for correction of item sizes (incorrect survey) or to facilitate the standardisation of items measurements.

The door leaves are to incorporate an edge trim which is to be adhered to the leaf after sizing. This edge trim shall have a grained effect and shall match the internal colour of the of the door leaf, edge capping shall not form part of the locking strap.

B4.4 PVCu Door Panels

When a door panel is required for a PVCu door these shall be available in a range of vacuumed formed designs which replicate the PVCu door choice requirements and shall be colour matched to the PVCU door leaf and offer a 10 year colour guarantee.

The panel shall be manufactured using expanded polystyrene and contain a fire-retardant additive tested to EN ISO 11925-2 ensuring conformity to class E reaction to fire. The panel shall encapsulate a 9mm MDF reinforcement board for increased security.

When glazing is required within the panel itself, this should fully meet the requirements of Secure by Design and the Approved Documents L, K, and N of The Building Regulations.

When glazed within the door a secure glazing clip system shall be used to ensure compliance with PAS24:2016.

B4.5 PVCu Door System

All doors shall be internally beaded except for where an insulated panel abuts an internal block wall then this shall be externally beaded.

All frame joints are to be fully welded in accordance with the profile manufacturers recommendations and finished with a shadow groove joint. (this is to be a flush finish where colour foil is used with any exposed surface then being colour matched to the foil finish).

B4.6 PVCu Door – Reinforcement

Reinforcing shall be fitted and fixed in accordance with the profile systems technical recommendation so as to ensure that load bearing properties of the window are not compromised, this reinforcements can be either aluminium, galvanised steel or recycled composite / PVCu materials.

B4.7 PVCu Door – Cills

Cills shall be hollow section of PVCu construction, colour matched and of the same extrusion as door/window frame and capable of withstanding stresses produced by foot traffic.

B4.8 PVCu Door - Weather Sealing

Weather sealing shall consist of a double sealed system using black tubular weather strip (co extruded).

Weather performance shall be approved to BS 6375-1:2015 + A1:2016. Water performance shall be approved to BS6375-1:2015 + A1:2016.

Should Non co-extruded weather strips be required in ancillary profiles the these shall be spot glued into the appropriate channel at all corners / ends Materials to comply with BS 4255: Part I and Table of BS: 7412: 2007.

The glue used shall be approved by the manufacturer of both black tubular weather strip (co extruded) and the PVCu extrusion manufacturer.

Part B5 – Material Specification – Composite Door Sets

B5.1 Composite Door Standards

Composite door products fall within the scope of BS 8529 and shall be designed and manufactured to meet the requirements of this standard, it should however also be noted that other standards such as weather tightness, thermal transmittance, security, acoustics, and ventilation requirements will also apply.

Where applicable, all Door Sets will be required to meet the requirements of PAS24:2016 and Secure By Design and shall display the Secure By Design conformity logo or other third party UAKS accredited scheme.

Contractors are to be registered with a Building Regulation compliance self-certification scheme and will be required to demonstrate your competence with Building Regulations when installing window and door assemblies in tenantable dwellings.

For any requirements whereby doors or windows will be utilised within storage or utility outbuildings, an alternative specification shall be put forward to the Members and will then be considered for approval. These types of works are not to be undertaken without the explicit consent of the Member.

B5.2 Composite Door Profile

All profiles shall be, unplasticised polyvinyl chloride to be manufactured from Type A Impact Modified (minimum impact strength 12kJ/m²) PVCu to BS EN 12608:2016.

All Profile, as a minimum is to be available in white / white, woodgrain / woodgrain, woodgrain/ white, and Grey / white all of which must be on the same standard 4-week lead times. Other colours must also be available but may be subject to increased lead times.

Chamber construction shall be a minimum of 3 number totally sealed chambers creating a thermal break between the external and internal walls of the profile with 3mm nominal wall thickness and 1.5 mm nominal web thickness

Profile shall be a minimum of 70 mm front to back and a minimum of 70 mm in height. It shall extrude for the specific purpose of being a door frame and able to accommodate a 44mm Door leaf.

The profile system is to incorporate a double sealed system of a continuous tubular weather strip and internal draught seal.

B5.3 Composite Door Construction

All frame joints are to be fully welded in accordance with the profile manufacturers recommendations and finished with a shadow groove joint, this is to be a flush finish where colour foil is used with any exposed surface then being colour matched to the foil finish.

Doors leaf shall be constructed with a CFC-Free Polyurethane Foam core and have a density 44.5-45.5kg/m³. They shall incorporate a Sub-frame manufactured from a water-resistant polymer, reinforced with Laminated Veneered Lumber (LVL).

The door skins are to be pre-pigmented (through colour) scratch resistant and UV stable Thermoset glass reinforced polyester (GRP) to both internal and external faces with panelled moulding features and a lifelike grain effect. these skins are to be bonded to the sub-frame with a Urethane Adhesive Resin. With the finished leaf being at least 44mm thick.

B5.4 Composite Door Design

Composite Door Sets are to be available with a minimum of 4 style options (see below). With each of those being available with a white internal finish, and a minimum choice of 5 colours externally which must include White, Red, Blue, Green and Black.



Alternative colours and styles can be offered and priced within the Additional Services tab of the Price Schedule.

All structural dimensions internally and externally are to be checked by the Contractor prior to manufacture of each door, it shall also be the Contractors responsibility to obtain all tenant choice data.

In cases where a window or screen is to be coupled to a door then the coupling system must utilise an aluminium stanchion coupler profile, all coupling joints are to be secured in accordance with the system manufacturer's technical data.

The use of frame extenders/ add-ons is only permissible with Member approval. The use should only be considered when technical requirements dictate. They are not permissible for correction of item sizes (incorrect survey) or to facilitate the standardisation of items measurements.

The door leaves are to incorporate an edge trim which is to be adhered to the leaf after sizing. This edge trim shall have a grained effect and shall match the internal colour of the of the door leaf, edge capping shall not form part of the locking strap.

B5.5 Composite Door – Ancillary Components

All Door Sets offered shall include a range of purpose designed ancillary components (couplers, sub sills, extension profiles, etc) these however are to only be used to achieve the required installation needs, they should not be deployed to overcome surveying errors.

Cills shall be hollow section of PVCu construction, colour matched and of the same extrusion as door frame and capable of withstanding stresses produced by foot traffic.

A comprehensive range of ancillary products such as trims, cover strips etc shall also be available and should be a perfect colour match to the door frame colour. The performance and life expectancy of these items shall be the same as Door Set. All cellular PVC-U trims should conform to BS 7619.

Drip moulds/bars shall be colour matched and of the same extrusion as the window frame and shall be deemed to be included as an integral part of the window frame.

B5.6 Composite Door – Drainage

All doors including frames, transoms/mid-rails etc, shall be drained in accordance with the system manufacturer's recommendations.

Part B6 – Hardware

B6.1 Door Hardware – General

The method of fixing all items of hardware shall be in accordance with the manufacturer's specification and instructions.

The classification for performance, operation and strength characteristics of the Door Sets shall be as set out in BS 6375-2, and shall satisfy the categories of use for the UK as illustrated in Table 3 of the standard.

B6.2 Durability and Corrosion Resistance

All hardware and fixings should be suitable for use within the environment the Door Set will be installed which may include coastal and industrial areas.

Hardware shall conform to the requirements of BS 8529 and shall have at least the equivalent corrosion resistance of BS EN 1670 grade 4 (240h) when subjected to a neutral salt spray test as specified in BS EN ISO 9227.

B6.3 Door Threshold and Weather Deflector

All doors are to be fitted with level entry door thresholds to facilitate the requirements of Building Regulations Part 'M' together with Disability Discrimination Act (DDA) requirements.

The threshold shall be constructed from aluminium and shall be available in silver and gold and form part of the customer's choice.

The threshold shall offer low level clearance and incorporate a front ramp. It shall have a narrow base design to allow it to be fitted either straight to the floor or on top of a sill. It shall offer universal application for use on doors opening both in and out and shall meet the 800 Exposure Category as classified in BS 6375-1, Table I.

The threshold must be fitted with a pair of purposed designed profile specific end caps to enable the replacement of the threshold without removing the door from its aperture.

The threshold must incorporate a front compression seal and secondary wiper seal which lines up with the seal within the door frame to ensure a continuous second seal all around the door.

When fitting a low-level threshold, the door leaf must also be fitted with a purpose made Aluminium Weather Deflector. This deflector must be colour matched to the Threshold.

Contractors must also be able to offer a fully certified range of additional thresholds to accommodate specific needs should they arise.

B6.4 Screws and Fixings

The method of fixing and any fasteners used shall be in accordance with requirements set out in BS 8213-4 and shall accord with the manufacturer's specification and instructions to achieve optimum product performance and durability.

Fixings shall be at least as corrosion resistant as Grade 3 within BS EN 1670. And shall be of a material compatible with other materials they come into contact with to avoid electrolytic or any other bi-metallic reaction.

All screws except for those to cosmetic items, such as cover plates and handles, shall be Ferritic Stainless Steel.

B6.5 Door Cylinders

Cylinders shall offer a 10-year Guarantee and shall be available with PVD Brass and Satin Chrome finishes as standard.

They are to have been tested in accordance with BS EN 1670 Grade 5 (500 hours corrosion resistance). Each cylinder must provide sacrificial breakpoints against common attack and be independently certified to TS007 when combined with the handle set and multi point lock the system is to Achieve a 3-star rating which is to be third party accreditation to PAS24:2016.

Cylinders are to be a key/ key configuration, with 3 keys being provided for each cylinder as standard. Master key sets may also be requested.

Cylinders must be included within the pricing of a Door Set.

B6.6 Door Handles

Handles shall be lever/lever and operated via a single solid steel spindle (Option for lever/pad with split spindle to be available)

Handles must comply with the requirements of BS EN 1906 grade 4. (option for grade 316 – 1000 hours salt spray to be available) and have been tested to 50,000 cycles of operation in accordance with BS 6375 and offer a 10-year mechanical and surface guarantee.

The handle is to be available in at least silver and gold as standard, other colour options should also be available which may include a polished finish, white and black.

As a standard, the handle must be independently tested and accreditation to PAS 24-2016, and TS007:2014 and A1:2015. It shall also be endorsed by Secure By Design and incorporate the Secure By Design logo on the external back plate to provide a visual deterrent.

The handle back plate shall incorporate anti-grip technology to ensure 'mole-grip' resistance and shall include steel reinforcement which further provides anti-jemmy resistance.

To assist with cylinder protection the handle is to incorporate an anti-drill rotating disc which will prevent the cylinder from being drilled, and an integrated anti-snap cylinder guard which will encase the cylinder to protect it from attack.

Handles must be included within the pricing of a Door Set.

B6.7 Door Locking Mechanism

The door lock shall be of the multi point type and shall meet the requirements of BS EN 1670 Grade 4 (240 hrs) corrosion resistance and be able to conform to the operational durability and strength characteristics set out in BS 6375 and be PAS24:2016 / Secure By Design compliant.

The multipoint lock shall have a service life of over 50,000 cycles and offer a 10-year Mechanical Guarantee.

The lock must offer a minimum 25mm throw direct drive centre compression deadbolt and at least 2 large opposing security hooks which incorporate a minimum of 6mm taper (option for additional compression roller cams to be available).

The door locking mechanism shall be sited within the purpose designed euro groove and shall form a flush finished, when fixed the locking keeps and the centre latch must be adjustable and profile specific.

Security shall be enhanced by incorporating approved, British Kitemarked, TS007:2012 cylinder which has been tested to the British Standard BS EN 1303:2015.

In addition to the above patio door locks must also have a secondary locking system for the slave door leaf, this is to be located behind the meeting mullion and incorporate a shoot bolt clocking system which is operated by a lever / lever handle and cylinder with suited keys.

B6.8 Door Hinges

Hinges shall meet the requirements of BS EN 1670 Grade 4 (240 hrs) corrosion resistance and be able to conform to the operational durability and strength characteristics set out in BS 6375-2.

Hinges are to be tested to 80kg of Direct Load and 50,000 cycles of operation.

A minimum of three white adjustable hinges per door shall be fitted with an option of at least three additional colours being available; black, chrome/silver and gold. Contractors should also be able to provide the option for standard hinges.

B6.9 Door Letterplate *(Applicable to front doors)*

The updated door standard PAS24:2016, now requires that a door fitted with a letterplate has to have a letterplate that has been tested to and meets the requirements of TS008, as well as covering 'key fishing' and

being unable to unlock the door through the letterplate, whilst also allowing postal items to pass freely through it.

As such the size and design of letter plates (with reference to the aperture and any internal protector or limiter) should satisfy the enhanced security requirements of PAS 24:2016.

The aperture should have a minimum opening size of 260mm x 40mm and incorporate an internal flap which opens to 37 degrees to prevent fishing. This flap should have a maximum projection of 35mm when closed to ensure unrestricted opening of the door. The letterplate itself should have no external visible fixings.

The letterplate shall be white internally and be available with either gold or silver finish external.

Letter plates shall offer a 5-year coating and mechanical guarantee.

Letter plates must be included within the pricing for front Door Sets.

B6.10 Knocker

The door knocker shall be available with a polished gold or silver finish as standard and shall be supplied with 10-year finish and mechanical guarantee. Style options must be given to Members during the mobilisation period.

Options for the knocker shall be available with and without a hole for a door viewer and shall be supplied with a waterproof seal which stops rusting behind the knocker.

The knocker itself shall have an engravable area and shall incorporate a hidden fixing mechanism whilst also have the option of being fixed via the uses of nylon bolts and colour matched nuts and washers.

B6.11 Viewer

The viewer shall offer a 10-year guarantee and shall be available with polished gold or chrome finish as standard. It is to be compatible with the door knocker when fitted together or capable of being fitted in isolation.

Where appropriate door viewers are to be Secure by Design certified and have been tested in accordance with TS 002:2009 in doing so they must fully meet the requirements for corrosion resistance, Security (120 degree viewing angle), vision clarity, resistance to misting, ability to clear after misting, length adjustment range and marking.

The viewer shall be fitted with an internal swivel cover to prevent light emission and viewing from outside and be positioned 1450mm above finished floor level. A second door viewer may be required for doors fitted within sheltered accommodation or where specifically requested and this would be fitted 1150mm above finished floor level.

All viewers shall incorporate a self-locking security washer to prevent its removal from outside and shall be fully weather tight so as not to allow any water ingress.

Viewers must be included within the pricing for front Door Sets.

B6.12 Numerals

Where door numerals are chosen by Member to be utilised, they are to be 3 inch in height and of a clear readable font and shall be affixed to the door leaf by colour matched screws.

Numerals shall be available with a gold or silver finish as standard and shall be supplied with 5-year finish guarantee.

Numerals must be included within the pricing for front Door Sets.

B6.13 Security Chain

Security chains shall be fixed at 1440mm from the bottom of the door. The chain shall be affixed to the door in accordance with the manufacturer's instructions.

It shall incorporate a "Flat Link", for location into the keep. It shall be fixed to door frame by means of a separate locking plate and colour matched screws.

The chain and keep shall be robust in its construction and made from high grade steel which shall be available with a gold or silver finish as standard.

The chain length shall be 230mm and incorporate individually welded links which will exceed a breaking force of 200kg. it shall be tested in accordance with TS003:2012 and have Secure By Design approval and offer a minimum 2-year Guarantee.

Security chains must be included within the pricing for front Door Sets.

Part B7 – Additional Services

B7.1 Introduction

The Framework will primarily cover the supply of PVCu Windows, Composite Door Sets and PVCu Door Sets. However, Members may also have a requirement for the supply of aluminium windows. This could be within commercial properties or domestic properties where PVCu is unsuitable.

The supply of aluminium windows is not a mandatory requirement, however where Respondents are able to supply aluminium products, they are invited to include rates within the Additional Services tab of the Price Schedule.

In addition to aluminium windows, Member may also have a requirement for emergency exit doors. Again, this will not be a mandatory requirement, but Respondents are invited to price for this requirement. Please refer to Part A for further information on how Members will be able to appoint Contractors for these additional services.

B7.2 Aluminium Windows

Aluminium windows supplied through this Framework should meet all relevant standard and regulations in relation to the product and the building type they are required for.

Where windows are being installed within commercial building, the ventilation achieved following installation should meet with Part F of the Building Regulations.

The minimum requirements through this Framework are:

- Thermally efficient
- Manufactured with a chambered polyamide thermal break
- Available in a choice of colours
- Minimum 10-year guarantee provided

B7.3 Emergency Exit Doors

Emergency exit doors should be available as single and double and be offered in a range of styles and colours to suit the requirements of the Member.

Emergency exit and panic devices shall conform to the requirements of BS 6375-3, and where performance testing is required this shall conform to the requirements of BS EN 179 and BS EN 1125.

Contractors must ensure exit and emergency exit devices should adhere to the relevant building regulations (Building Regulations, Approved Document B) and ensure they follow the guidance regard to making provision for a means of escape (egress).

Part B8 – Supply and Installation Works

B8.1 Removal

Prior to works commencing the Contractor should ensure that all relevant documentation e.g. drawings, Tenant choice information, survey sheets, special instructions etc. are available and understood. Prior to the commencement of work the sizes, type and condition of all windows and Door Sets should be checked both against the survey sizes and types and against the actual aperture sizes. It will be the Contractors responsibility to ensure that the window/door are correctly handed.

The Contractor is responsible for both internal and external protection of the property during the installation work. Care should be taken to protect Tenants fixtures, fittings, furniture, decoration and other personal belongings during the course of the works. Any damage caused by the Contractor shall be rectified at their own expense and to the approval of the Member.

The existing windows and Door Sets should be removed with care to avoid unnecessary damage to the building structure and its finishing's and without permitting any movement of the superstructure during or after the installation procedure.

Any electrical or specialist items, such as television aerials or telephone wires, shall be re-routed around and not through the frame of the window. Where this is not feasible, then alternatives shall be agreed with the Member. The presence of curtain tracks in the aperture shall be noted.

The Contractor shall provide all necessary temporary internal and external support prior to removal of any window or frame enclosures.

Where possible the Contractor should check cavity trays and lintels to ensure they are in reasonable condition. Where they are damaged or defective, the Contractors shall notify the Member before commencing any installation works.

Cavity wall insulation shall be maintained. Where the cavity wall insulation is damaged or removed during the removal works, the Contractor shall replace the insulation accordingly, where there is no cavity wall insulation, the Contractor shall notify the Member prior to installation.

B8.2 Scaffolding

Scaffolding must be erected by or under the supervision of a competent scaffolder. The scaffolding must conform to the standards laid down by the British Standards Institute Codes of Practice and the provisions of the Construction Regulations. The Contractor shall be responsible for the statutory inspection of scaffolds, and for ensuring that the scaffold register up to date.

This equipment must be erected and used in accordance with the Code of Practice issued by the Prefabricated Aluminium Scaffolding Manufacturer's Association (PASMA).

The scaffolding, hoarding or other structure, shall be securely erected on the day of the delivery, in a proper and workmanlike manner, by a person competent and experienced in carrying out such work. The Contractor will be responsible for ensuring that all scaffolding erected is suitable for the works required, specifically in relation to:

- Ladder access requirements
- Loading requirements
- Working platform
- Chimney stack access
- Waste chutes
- Raising and lowering of materials
- Adequate public access and access for emergency services

Every possible care shall be taken by the scaffold erector to ensure not to damage the property or any in the neighbourhood. Damage includes, but is not limited to brickwork, mortar, guttering and drainage, wall render, windows and doors, conservatories, lawns, plants, ornaments, walls/fences, driveway.

B8.3 Installation

Installation shall be as per the manufacturer's instructions and comply in all aspects to BS8000-0:2014 *Workmanship on Construction Sites. Introduction and General Principles*.

Through frame fixings are to be used, following the Manufacturer's instructions. These should be designed and installed to take all likely imposed loads which will cause the frame to deflect.

Screws shall be austenitic stainless steel, sized to penetrate at least 38mm into timber, plugged holes in brick, block or masonry unless equivalent demonstrable provision can be made by other means. Connections to steelwork up to 2mm thick such as folded sheet lintels should be made with appropriate thread cutting screws, to steelwork over 2mm thick into pre-tapped holes with machine screws of a minimum 5mm diameter, alternatively with power-driven hardened self-drilling screws. The heads of all fixings screws shall be covered with the appropriate colour matched plastic over caps.

Where this activity schedule does not provide for sufficient clarity, the final location, nature and quantity and quality of frame fixings shall be completely in accordance with the frame manufacturer's recommendations and agreed with the Member prior to fixing.

Polyurethane foam fixing shall not be used as the sole method of fixing the frame in place. Prior to the use of any foam fixing the Contractor shall seek approval from the Member for the material and its planned application prior to installation. Care shall be taken to ensure that the foam fills all voids and avoids excess pressure to the frame, which may lead to distortion.

Finishing's, such as trims, shall be used to neaten the interface between window and substrate. They should not be used to provide or enhance the weather tightness of the window or door or the perimeter joints. Finishing's, where required, shall be good exterior quality materials used in accordance with the manufacturer's instructions and colour matched where specified.

Consumable items such as sealants shall be colour matched and should last for the lifetime of the installed window / door. Sealants should be selected accordingly to ensure that they are not prone to discolouration over time. Care should be taken to ensure that the mastic is finished with a neat struck joint and is always applied in accordance with manufacturers' recommendations.

Cellular extruded PVCu trims shall conform to BS 7619:2010 *Extruded cellular unplasticized white PVC (PVC-UE) profiles* and be fitted in accordance with manufacturer's instructions. Trims shall be obtained from the same materials Contractor, from the same frame profile to ensure colour match.

Internal trims to be applied to all reveals.

Frames shall be installed centrally in openings, fixed square and plumb within the aperture, without twist, racking or distortion of any member, level on cills and head.

Frames will be fixed with cills and head drips, except frames directly under eaves or frame with arched infill panels, both of which will have cills only or as otherwise agreed with the Member.

Coupled window assemblies are to be delivered to site as separate window units to ease handling and minimise damage.

When building up components into the required assembly, care should be taken to keep coupling joints equal and frames both aligned and plumb. Ensure that perimeter fixings are made close to coupling bar ends. Coupling joints must have seals, such as bedding mastic, expanding bituminised tapes, or flexible polymer gaskets, placed within the profile cavity during the assembly operation. It is not sufficient to rely solely on external pointing sealant. Coupled windows/assemblies shall be fastened together in accordance with the manufacturer's instructions. The Contractor shall be responsible for obtaining the Member's approval for the proposed coupling assembly.

For frames with arched heads, the existing timber arch infill shall be replaced in conjunction with the window using a minimum of 10mm closed cell PVCu board, scribed and sealed to the arch and overlapping the frame head a minimum of 12mm, fixed to new timber grounds using stainless steel nails or screws. The Contractor shall install insulation behind arched heads in accordance with Member's requirements.

Replacement windows and Door Sets are generally positioned to minimise the amount of making good. Important points to allow for include:

- The new frame must bridge the DPC / DPM. Any damaged DPC / DPM shall be repaired.
- The position of the frame within the reveal shall be agreed with the Member prior to commencement of works.
- The correct movement gap must be consistently maintained and centralised around the full perimeter of the frame.

Open cavities noted between inner and outer skins of brick or blockwork are to be bridged or closed using an insulating material, care being taken to maintain integrity of damp proof membrane, and adequate purchase for fixing screws ensured, using extended fixing lugs as required.

Appropriately sized installation packers shall be used adjacent to fixing positions to prevent outer frame distortion during installation. Installation packers shall be resistant to compression, rot and corrosion and shall span the full depth of the outer frame. The fixings shall be tightened so that the frame is held securely against the packers without distorting the frame.

When lugs are used, they shall be packed off the substrate to prevent distortion. Where enhanced security is required, additional packers shall be used adjacent to hinge and locking points.

End caps to cills should be suitably in accordance with the property type and should remain in place with the product.

Debris or contaminants shall be removed and any drainage channels to frames shall be cleared. Internal reveals shall be made good as agreed, ready for the Tenant to redecorate if necessary. The Contractor may use internal PVCu beading of up to 15mm where necessary. Any materials such as trims or sealant, should not be applied on top of existing wall coverings or protective tapes as any subsequent removal of that wall covering or tape could also remove the trim or sealant.

All protective tapes should be removed as soon as practicable upon completion of the works.

Sand and cement shall not be used to fill the gap between the outer frame and the substrate at the frame head and jambs.

Where the replacement product has a smaller front to back dimension than the original, then there may be a mastic and / or paint line visible on the substrate which should be removed as much as practicable.

Internal reveals shall be made good, ready for Tenant to re-decorate if necessary. External rendering shall be made good and painted to match existing finishes.

The Contractor shall ensure that the window is operable by the Tenant before leaving the property, with all opening sashes adjusted and in working order. Locks and operating keys should be made available for the Tenant and Member where requested.

The Contractor shall allow for re-installation of Tenant's blinds and curtains to the windows. The Contractors should ensure that re-installation of these items does not void the warranty of the windows/doors and operation is to the satisfaction of the Tenant or Member.

B8.4 Glazing

All glazing shall comply with the requirements of *BS 6262-4:2005 Glazing for buildings* and *BS 8000-0:2014*. In addition, any glass or insulating glazing unit manufacturer's instructions shall be followed.

All insulating glass units shall be examined for damage prior to installation. Defective units shall not be used. Insulating glass units with low emissivity coatings shall be oriented in accordance with manufacturer's instructions. Failure to do so will render the coating less effective.

Windows and doors may be delivered ready glazed. Alternatively, they may be supplied with glass units and pre-formed glazing gaskets to be applied on site in accordance with manufacturer's instructions. No extra over shall be allowed for where toughened or laminated glass is to be installed.

Where butyl based, polyethylene, PVCu or acrylic glazing tapes are used, they shall be capped with silicone sealant.

Perimeter joints must be sealed from the outside with a sealant appropriate to:

- The frame surface;
- The substrate material;
- Joint size and configuration;
- Anticipated joint movement; and
- Anticipated exposure to weather.

The void between the frame perimeter and substrate to be filled with a polyethylene foam rod of suitable diameter, prior to the application of sealant. Deep filling is to be avoided.

The sealant shall not adhere to the backing but shall permit relative movement.

All external finishes are to be made good to existing. Where the Contractor cannot complete this on the day of installation, they should return to the property within five working days following installation works to complete the making good.

Where required, re-pointing under windows is to be included.

B8.5 On Completion

After installation, a final inspection shall be carried out to ensure that the installation is fully in accordance with requirements.

On completion of installation, all frames and glazing shall be thoroughly cleaned inside and out, and all labels removed prior to final handover. The frames and glass shall be thoroughly cleaned inside and out, with manufacturer approved products, to ensure no discoloration or damage to the windows / doors.

Final installation will include, but shall not be limited to, carrying out the following checks and completing any resulting remedial or corrective action prior to hand over:

- All glazing beads and gaskets are properly fitted;
- All opening lights and casements function correctly and are fitted square within the frame;
- All locking points engage, and all hardware, furniture, keys and ventilators operate correctly;
- No gaps exist between frame and weather strips;
- All debris has been removed from drainage channels and all internal making good has been completed;

- There are no cracks, breaks or scratches in any frame member;
- The frame perimeter is properly sealed, and the sealant has adequately bonded to the substrate.

The Contractor shall check all windows to ensure no twisting of the frame has occurred during installation. The Contractors shall demonstrate to the Tenant the correct operation of the frame ventilators, restrictors, fire egress provision, handle fasteners and key locking and unlocking. This shall be accompanied with written operating and maintenance instructions, such as those published by trade federations.

In occupied properties, a key for each window shall be clearly tagged and handed to the Tenant.

For unoccupied / void properties, all keys will be handed to the Member.

The Contractor shall provide a FENSA (or equivalent) certification to the Member within 30 days of the installation works. This is a maximum timeframe and individual Member's may request for certificates to be received sooner than 30 days, where applicable this will be agreed during the Selection Process.

B8.6 Property Surveys

The Contractor must have a design team to carry out surveys on tenanted properties. Surveyors must be fully trained or suitably experienced to undertake fenestration surveys.

The Contractor will be required to schedule design appointments at a time that is convenient with the tenant and in line with the Members refurbishment and delivery program. The Surveyor will conduct an on-site survey and a report of all measurement for each window and door set, reports shall be separated between individual properties.

Surveyors should be allocated sufficient time to at each property to ensure surveys are precise and to remove as much risk as possible of incorrect measurements.

Each Member will have their own design brief that the Surveyor must be conversant with. Where a Surveyor needs to be substituted due to illness or holiday the new allocated Surveyor must be provided with the correct brief and have a full understanding of the requirements for the Call Off Agreement they are allocated to.

For full access to property and tenant care guidance please see section B11.

EEM have set standard lead times below within B15, however please note that a Member may require a shorter lead time than your stated standard, particularly where short void turnaround targets are set. If a Contractor is unable to meet the lead times required by a Member, then they may be excluded from an individual Selection Process or a Member may wish to undertake the survey utilising their own employees. This will be at the direction of EEM and after consultation with the Contractor.

The provision of a survey as described above is a chargeable service. Contractors should include for the provision of the above along with all travel and expenses occurred within Part C – Service Charges.



Part B9 – Framework General Requirements**B9.1 Licences, Permits and Trade Organisations**

Contractors must hold and maintain throughout the period of the Framework all licences and permits lawfully required for the provision of the service. Copies of such licenses shall be required together with details of membership of any applicable trade organisation within the Selection Process.

B9.2 Reports

Members will be responsible for disclosing their reporting requirements within their Framework Call Off Agreement. Information provided to the Contractor should cover, reporting frequency, type, format and content required within the report.

B9.3 Sub-Contracting

Contractors shall submit a full list of their proposed Sub-Contractors to the Member at the outset of any Call Off Agreements. In addition to the list the Contractor must provide evidence that the Sub Contractor meets the minimum insurance and technical competence requirements to ensure the works can be completed to the required standards and in line with the programme.

Please note that Members may forbid the use of Sub-Contractors on their Call Off Agreements. Where this is a requirement the Contractor will be notified during the selection process.

B9.4 Neighbouring Properties and Party Wall

In some neighbourhoods, due to the location of drains, the boundary treatment may not align with the internal party wall. During the initial survey of all properties, the Contractor is expected to flag this up, and to inform any neighbours that they will require access onto their property. In the case of any external works which may go beyond the boundary wall, disclaimers are expected to be recorded for each neighbouring property where access is required. This is for scaffold access, as well as boundary issues.

B9.5 Identification and Vetting

Contractors will ensure that engineers and or any employees engaged to undertake works on behalf of our Members have appropriate systems in place to ensure their employees can be clearly identified and carry photographic ID at all times.

Some of our Members may expect Contractors working for them to undertake an enhanced vetting process prior to working on their sites, where this is expected it will be made clear at the start of any Selection Process.

B9.6 Access to Properties (Domestic Works)

Access arrangements shall be agreed between the Contractor and Member under their Call Off Agreement. Contractors should typically allow for the use of telephone calls, letters and missed appointment cards.

Where the Member stipulates that the Contractor will be required to make access arrangements with the tenant or building manager, this will typically consist of allowing three attempts to gain access at times that are convenient to both parties and leaving calling cards where failed access has occurred.

Where the Contractor has been unable to gain access to a tenant's property at the arranged appointment time, a missed appointment card should be left with details on how to re-arrange the appointment. The 3 attempts at appointment are all to be logged and available in the event of dispute and the Contractors are assumed to have made allowance for such within their costs.

Some Members may require the Contractor to agree to a system whereby the Contractor is to provide photographic evidence for appointments where they have been unable to gain access into a tenant's property.

If the Contractor has made 3 genuine attempts to gain access unsuccessfully a report detailing the attempt for access logs is to be issued back to the Member who will then commence their own action for access.

Where an abortive visit charge is allowable, the Contractor will only be able to claim where the exact agreed process has been followed and the required evidence submitted to the Member.

Alternative methods for arranging property access may be employed by some Members, these will be agreed during the selection process.

Part B10 – Customer Care (Occupied Domestic Works)**B10.1 Tenant Care**

The Contractor is required to ensure that the following areas of Tenant liaison are carried out to help ensure the works in and around the Tenant's home run smoothly.

- Explain the process for the works and answer any queries tenants may have
- Assist Tenants to make any necessary decisions and choices (where required);
- Ensure the Tenant signs the necessary Tenant choice forms (where required);
- Assist vulnerable Tenants with movement of furniture

B10.2 Customer Care

Works carried out under this Framework could be in occupied properties with tenants remaining in their homes for the duration of the work. Therefore, liaison with the occupiers will be an important issue to Members. It is expected that the only front line liaison work undertaken by the Member will be to inform tenants of when the work is intended to be carried out and by whom.

Contractors shall at their own expense provide all employees and Sub-Contractors working on Call Off Agreement with a minimum two-hour training course on customer care prior to commencement on site. Refresher training will be carried out at no greater than two year intervals. The training session should make reference to and be in line with the Member's customer care policy. A copy of this policy must be issued to all employees before commencement of the Call Off Agreement

Members may invite Contractors to attend their own customer care sessions/training.

It is the responsibility of the Contractor to ensure that every tenant is treated as a valued customer and with care, respect and courtesy at all times. Arrangements should be put in place to adjust services to the individual needs of tenants, for example in relation to a tenant's spoken or written language, age, gender or disability.

B10.3 Project Liaison

Members will provide a Designated Officer to each Call Off Agreement who will be the main point of contact for the duration of the works.

The Contractor will ensure that an Officer is nominated to be responsible for tenant liaison to undertake the day to day customer liaison and ensure the smooth delivery of the agreed programme, from their initial visit to completion and aftercare.

As a minimum for all EEM Call Off Agreement's the Contractor's liaison role should cover:

- Written correspondence with the tenant informing them of the programme of work that is to be undertaken.

- Visits to all properties affected by the works to explain the process and advise them of any precautions.
- Identify and report any potential technical or social problems.
- Provide contact details to tenants and any other general information relating to the Contractor and works being completed.
- Communication of any changes to the programme of work or scope of works to be carried out.
- Organise access for the works and maintain good communication and relations with the tenant throughout.
- Initiate, organise and attend any necessary meetings with tenant representatives.
- Ensure that written approval/signature is gained from the tenant regarding designs and colour choices or where applicable refusal of the works. Any disagreements or problems encountered with obtaining this tenant approval should be referred to the Member.
- Liaise with the owners/tenants of adjoining properties where relevant to the works
- Ensure that the completion and handover process is carried out in line with the agreed Call Off Agreement procedures.
- Ensure that tenants understand the new systems installed and ensure that where relevant information sheets are provided.
- Liaise with tenants over the completion of any outstanding repair work and ensure prompt rectification.
- Manage complaints and claims in line with the agreed Framework and Call Off Agreement procedures.
- Assist with the Member with undertaking customer satisfaction surveys.
- Assist with the establishing, collating and monitoring of customer satisfaction levels including attendance at any project meetings to provide feedback.
- Develop and maintain records for each property ensuring all correspondence to and from the tenant is recorded.

B10.4 Safeguarding

EEM encourage the use of safeguarding policies and processes as part of Members Call Off Agreements from our Framework. Members have ultimate responsibility for considering safeguarding risks and ensuring that their Call Off Agreement has a provision for the safeguarding of vulnerable adults and children.

Safeguarding applies to contracted work which involves direct contact with children, young people or vulnerable adults and work that is due to take place in or overlooks an area which children, young people or vulnerable adults regularly use.

As part of the Selection Process, Contractors will be expected to evidence that they have safeguarding policies and procedures in place and comply with and promote the principles of safeguarding. Contractors at their own expense will be required to ensure all employees assigned to contracts under this Framework, where safeguarding applies, hold a valid DBS.

Part B I I – Contractual Requirements**B I I.1 General Data Protection Regulations**

Contractors must act within the law at all times and shall observe their obligations under the Data Protection Requirements and shall not perform their obligations under this contract in such a way as to cause EEM or any Member to breach any of its applicable obligations under the Data Protection Requirements. They must maintain strict client confidentiality and where appropriate comply with the Freedom of Information Act.

This includes any requirements under the new General Data Protection Regulations (GDPR).

B I I.2 Framework and Call Off Agreement Conditions

EEM considers that the type and scale of works involved in this Framework will produce the best long term results, by operating in partnership with the Contractors.

Once awarded an overarching Framework Agreement will be established from which each EEM member will call-off from.

As exact projects/works are unknown at this stage and may vary greatly throughout the Framework period, we are unable to provide individual contract terms. These will be made available to the Contractors for review during each selection process. It is envisaged that the main forms of contracts used under this Framework will be:

- a. <https://www.jctltd.co.uk/category/contract-families>
- b. <https://www.neccontract.com/NEC4-Products/NEC4-Contracts>

B I I.3 Pricing

The completed price schedules (Part C) will be used to evaluate and appoint Contractors on to the Framework and will form the basis of the EEM pricing for the commencement of the Framework (Framework Base Rates). All pricing submitted in Part C is deemed to be a ceiling rate, Contractors will be able to discount these rates based on volume and requirements of an individual Call Off Agreement but will not be able to increase rates. The only exception to this is where additional services or requirements are requested that are over above the original Framework specification

Members do not require separate prelims and Contractors will be asked to provide a cost inclusive of prelims. If separate prelims are required, this will be agreed and priced at the time of the selection process.

EEM will require a commission fee for the works. This shall be added to the Part C – Price Schedule of Rates **post-tender** and should NOT be included within the submitted Part C – Price Schedule. The Contractors cost for the management and payment of the fee shall be included.

The Framework Base Rates within the Price Framework (Part C) document will be fixed until for the first 12 months following the commencement date for the Framework. The rates shall be negotiated for each

additional 12-month period. Negotiations will be based on evidence provided to support increased labour, material and overhead costs. A minimum of 30 days' notice must be provided to EEM before any increases can be applied to the Framework rates.

Contractors will be required to submit a Price Change Request Form, one calendar month before the end of the current fixed priced period.

Any proposed price change will apply to all schedules within your pricing schedule. Individual rates cannot be increased disproportionately, particularly where the intention is to correct deliberate low pricing within the original tender.

Any price change requests agreed by EEM will be applied to your pricing schedules and will form the basis of any direct award selection process and set the ceiling rate for mini competitions for the next 12 months.

Each Call Off Agreement will be awarded on the basis of fixed pricing for an initial agreed period. Thereafter, where the rates are in line with the EEM pricing schedule any changes accepted will be applied to the Call Off Agreement. Where the Call Off Agreement has been awarded following a mini competition, any requests for a price change must be in line with the terms agreed within the contract.

A copy of the EEM Price Change Request Form can be found within Appendix 3.

Part B12 – Contractor & Supplier Safety Rules**Introduction**

The Contractor is required to ensure work is delivered in a manner that does not infringe health and safety regulations. Members have a responsibility to comply with the Health and Safety at Work Act 1974. To ensure this is achieved, the following document details the standards for Contractors to follow.

B12.1 General Working Practices & Site Rules

The rules listed below are the minimum expected by EEM for all call off contracts and should be allowed for within the tendered prices:

- Any tasks / activities which are carried out must meet any statutory requirements. If there are any doubts the relevant site contact should be consulted.
- All site personnel must be compliant with any obligations arising to the Disclosure and Barring Service.
- Any work areas must be away from all other activities or segregated as required.
- Contractors must provide adequate supervision of their workforce at all times and ensure that safe working practices are observed. A nominated Manager / Supervisor must be appointed.
- All Contractors should follow any sign in and sign out procedures.
- Authorisation to be given by a company representative prior to the start of any job / task.
- Contractors must only work within authorised areas of the site.
- Contractors must ensure that their work area has been defined along with welfare, first aid facilities and emergency contacts on site.
- All Contractors must follow the requirements of their health and safety policy and associated procedures as a minimum compliance standard, this includes risk assessment and method statements / safe systems of work.
- Contractors must be adequately trained for the job / task that they are to perform. They must hold relevant training certificates for any plant / equipment plant that they will operate.
- Contractors must be approved by the Company prior to any works being carried out.
- The Contractors must provide relevant risk assessments and safe systems of work when requested.
- For certain jobs / tasks a Permit to Work will be required; the need for such a permit will be reviewed prior to starting any job / task.
- All Contractors must follow the specific rules of the site on which they are working.
- Contractors are responsible for keeping their work areas in a clean, tidy and safe condition. Work areas must be regularly checked for tidiness & cleanliness.
- Contractors will use PPE as dictated by site rules or as a result of any risk assessment/s. Contractors will provide their own PPE.
- Contractors must not bring or consume any alcoholic drinks or illegal substances. Contractors suspected of being under the influence of alcohol or drugs will be asked to leave site.
- All site personnel are expected to behave in a courteous manner to tenants, service users and members of the public during the works. The use of bad or offensive language will not be tolerated by any of our Members.

- All site personnel are expected to display the Contractors logo on clothing or high visibility jackets or have other acceptable means of identification at all times during the works. Any personnel who cannot provide proof of identification when requested will be reported.
- Smoking is prohibited in all properties by all site personnel.
- Radios, CD players etc. must not be played on site during the works.
- Site personnel must introduce themselves to the tenant before entering the property.
- Core hours of work will be 8am to 5pm Monday to Friday, however on occasions additional weekend hours may be needed to ensure delivery of the programme.
- At the end of each day the property must be left in a secure, weather proofed and clean condition.
- All rubbish and debris should be removed from site as it accumulates.
- Adequate protection, screening and sheeting should be provided for all fixtures, fittings, furniture and other property of the tenants. The Contractor shall be liable for any damage caused by the execution of the works.
- Tenants should have uninterrupted access and egress to the property and all roads and footpaths in the vicinity of the working area should be kept in a clean, unobstructed and safe state.
- Any plant, materials, mud, concrete or rubbish deposited on the roads or footpaths should be removed immediately. Concrete, mortar etc., shall not be mixed on roads or footpaths
- Access for emergency vehicles must be maintained at all times.
- All necessary precautions should be taken to ensure the safety of tenants, members of the public and site personnel.
- Where possible existing services are to be maintained until the new services are installed and ready for use. If temporary services are necessary, they must be adequate for their intended use and be approved in advance by the Member.

Should at any time the above site rules or any other contract specific site rules are not complied with, the Member reserves the right to remove the individual from working on any property until appropriate action has been taken. Should this occur on more than two occasions the Member has the right to ban the individual from working on any premises owned or managed by it.

B12.2 Tools & Equipment on Site

- All equipment and tools brought on to a premises by Contractors must be of sound construction, safe to operate and meet any statutory requirements.
- Relevant maintenance inspections and testing (as per manufacturers requirements) should have been carried out and records should be available for inspection upon request.
- On no account should any Contractors use any equipment not under their control unless written authorisation is given by a Manager / Owner.

All power tools used on site should be powered by an 110v transformed or from rechargeable batteries. The recharging of batteries should not take place in properties.

B12.3 Personal Protective Equipment (PPE)

Contractors must provide their employees with safety equipment and protective equipment relative to the job / task and risk assessment. PPE must be used as directed.

Where notices on sites indicate that PPE must be used the Contractors has the duty to follow any requests.

NOTE: PPE should always be regarded as a 'last resort', so engineering controls and safe systems of work should always be considered first as it may be possible to do the task by another method which does not require the use of PPE.

B12.4 Fire Prevention & Arrangements

Contractors must do all that is reasonably practicable to prevent fire. Suitable fire precautions will be maintained, and Contractors will be instructed in fire procedures.

All Contractors must:

- Be aware of the site fire procedures, including alarm systems, escape routes from work areas and assembly points.
- Ensure sources of fuel, ignition and oxygen are adequately controlled
- Adhere to hot works permits when required.
- Not overload any electrical or mechanical equipment.
- Only smoke in designated smoking areas.
- Keep ignition and fuel sources separated as far as possible.
- Store all flammable and highly flammable substances in the correct fire resistant cabinets when not in use and keep the quantities used and stored to a minimum.
- Regularly remove waste materials from inside buildings.
- Store waste materials in bins, skips and containers as far away from buildings and other fuel sources as is reasonably practicable.
- Ensure that they are familiar with the alarm sound, evacuation procedures and assembly points at the location where they are working.
- Not obstruct, interfere or mis-use any fire-fighting equipment, alarm systems or escape routes and doors.
- Inspect their work area at the end of each day to ensure that no sources of ignition remain.

B12.5 Control of Substances Hazardous to Health (COSHH)

Contractors must comply with the general regulation, and follow the guidelines below:

- Substances may only be brought onto a site if authorised.
- Store and use all products in accordance with manufacturer's instructions.
- Material Safety Data Sheets must be available for all substances used.
- Store and use all personal protective equipment (PPE) correctly and report any defects or damage to your Line Manager immediately.
- Check all PPE before use; do not use faulty or damaged equipment.
- Store dirty or contaminated personal protective equipment separately.
- Ensure that you wear any PPE provided for job role or the activity that you are doing based on any manufacturers' instructions or the findings of Company risk assessments.
- Do not eat, drink or smoke when using or in areas of hazardous substance use.
- Use appropriate welfare facilities provided to ensure that your hands are clean before eating and drinking.
- Always dispose of hazardous substances or hazardous waste correctly.
- Report any health issues immediately.

B12.6 Noise

- Contractors must comply with the Control of Noise at Work Regulations and ensure that activities carried out do not expose any of your employees or people on the site to noise levels in excess of 80 decibels (A).
- If any Contractors work involves noise that is likely to be above 80 decibels (A) a site contact must be informed to ensure that the necessary controls can be applied.
- Suitable PPE must be used by any Contractors.

B12.7 Machinery & Vehicles

- On no account should any Contractors use any vehicles, plant, equipment, or machinery under the control of the Company unless written authorisation is given by a Senior Manager on the site.
- Only suitably trained and authorised people should operate vehicles, machinery, or plant. Training certification and / or licences must be correct and current for the type of vehicle, machinery or plant that is to be driven or operated.

B12.8 Loading & Unloading

- Equipment must only be loaded or unloaded by trained and competent persons. The Contractors must provide and follow a detailed risk assessment and safe system of work for loading & unloading operations.
- Vehicle movement must be well controlled, with speeds kept as low as possible. Site speed limits must be followed.
- Contractors are not permitted to use any specific loading & unloading equipment owned by the site unless prior written authorisation is provided.

B12.9 Accidents & Incidents

An accident is an unplanned event that may result in injury to persons, damage to property, materials or equipment. All Contractors shall comply with the requirements of the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013 (RIDDOR). Reportable accidents and dangerous occurrences must be notified to the Health & Safety Executive by the quickest practicable means.

All Contractors are required to:

- Report all accidents or incidents, regardless of outcome, to their Line Manager and to relevant site contact.
- Report all reportable accidents and dangerous occurrences under RIDDOR to the relevant officer as soon as is practicable.
- Record accidents / incidents in the site accident book in addition to the Contractors accident book.
- Contractors should be aware of the location of first aider and first aid supplies of site.

B12.10 First Aid

Contractors are required to supply their own first aid provisions when determined by risk assessment. The use of facilities on site must be agreed between the relevant parties.

B12.11 Photography

Contractors are not permitted to take any photographs without the prior permission of the site.

B12.12 CDM (Construction Design Management)

Contractors are required to adhere to the Construction (Design and Management) Regulations.

All designs will address health and safety issues and the project will aspire to be injury and incident free. All health and safety risks, including occupational health and safety, will be assessed, communicated, and managed.

All operatives and staff will hold an appropriate CSCS card.

All site accident reports, RIDDOR reports and accident investigations should be sent to the Principal Designer within 3 days of the accident.

Copies of general site inspection forms should be sent to the Principal Designer on a monthly basis.

The Principal Contractor will ensure that any Contractor and designer it appoints meet their own duties under the CDM Regulations 2015 as outlined in the ACOP. The Principal Contractor will provide to the Member 1 copy on paper, 3 copies on CD/DVD and 1 copy on USB of the Health & Safety File & Operating & Maintenance Manual, at Practical Completion. The Principal Contractor is advised that the CDM Regulations relating to Health & Safety in construction will apply on all developments. The Principal Contractor will be appointed as such under the terms of the CDM Regulations and will be responsible for the development, preparation of, and compliance with the Construction Phase Health and Safety Plan in accordance with the CDM Regulations 2015. The cost of complying with these regulations shall be included within the Contract Sum.

Part B13 – Experience, Qualifications and Accreditations

B13.1 Experience, Qualifications and Accreditations

To demonstrate your competence and compliance it is expected as a minimum the Contractor will hold the qualification detailed below and also be compliant with the regulations and standards stated below however, other suitable certified qualifications might exist.

Contractors and sub-contractor's employees working on any projects under the Framework must be able to demonstrate competency and have sufficient knowledge, experience and training to carry out the works.

Accreditations and Qualifications and Training
Surveyors are to be qualified to NVQ Level 3 in Fenestration Surveying or have the relevant experience to undertake Fenestration Surveying to a high standard.
FENSA Approved Installers
Health and Safety Certification Accredited by UKAS Accredited Certification Body. Examples: <ul style="list-style-type: none"> • CHAS • Exor • SafeContractor • Acclaim
Construction Skills Certification Scheme (CSCS) - General Labour and any CSCS cards relevant to the works being undertaken.
Legislation, Regulations and Standards
British and European Standards and Codes of Practice.
Health and Safety at Work Act 1974.
The Construction (Design and Management) Regulations 2015
The Management of Health and Safety at Work Act 1999
Workplace (Health Safety & Welfare) Regulations, 1992
The Environmental Protection Act 1990
The Hazardous Waste Regulations 2005
The Personal Protective Equipment at Work Regulations 2002 and all Regulations made under the above Acts and all subsequent amendments of the above Regulations to date.
Control of Substances Hazardous to Health regulations 2005 (COSHH).
The Asbestos (Licensing) Regulations 1983 as amended
The Control of Pollution Act 1974
Building Regulations (Latest Edition)
The General Data Protection Regulation (GDPR)
Data Protection Act 1998
The Equality Act 2010
Working at Height Regulations 2005
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Control of Noise at Work Regulations 2005
Manual Handling Operations Regulations 1992
Provision and Use of Work Equipment Regulations 1998 (PUWER)



Part B14 – Service Level Requirements

B14.1 Service Level Requirements

Below are the standard Framework service level requirements, Members under their individual Call Off Agreements may alter these requirements to suit their service level expectations.

B14.2 Response Periods

Specific service level requirements and response times will be agreed between the Member and Contractor as part of the Framework Call Off Agreement. However, EEM expect that the following will form the standard approach to all Call Off Agreements unless agreed otherwise.

Service Level Requirements	
Requirement	Framework Maximum Response Period
Lead Time: <i>Standard Window and Doors</i>	Products must be on site within 5 weeks from confirmation of order and purchase order raised. This time frame is inclusive of the survey, manufacture and delivery to site.
Survey Lead Time	From the point of a property being raised for work from a Member to the Contractor completing an onsite survey, must be within 5 working days.
Installation of Window Sets	Installation works for a single window set are to be completed within 24 hours from arrival onsite. Window installation works on a per property basis where the majority of window sets are being replaced/installed are to be completed within 5 working days.
Installation of Door Sets	Installation works for door sets are to be completed within 24 hours from arrival onsite.

B14.3 Account Management Service Levels

Account Manager	A nominated Account Manager must be provided to both EEM and Members. During times of absence appropriate cover is to be available. The Account Manager will be required to attend regular review meetings as requested by both EEM and Members.
Customer Care	The Contractor shall meet the customer care expectations of each Member as agreed in each Call Off Agreement. The minimum standard is stated above in B5.

Service Problems	The Contractor must notify the Member as soon as they become aware of any issue which may delay or alter the agreed programme. The Member will expect the Contractor to propose solutions to any issues and work together to prevent similar issues arising in the future.
Supply Issues / Out of Stocks	Any supply issues relating to materials including risk of future out of stocks must be communicated to both EEM (if using the approved supply chain) and Members within 3 working days of internal notification.
Variations	Any contractual variations shall be in writing and signed by the Member or their authorised representative and the price/additional works shall not become effective until they have been agreed in writing.
Complaints Procedure	Complaints should be responded to and resolved within 24 hours and a full report provided within 72 hours.
Value Engineering	The Contractor must be willing to provide financial benefit through value engineering and ensure efficiency savings are achieved year on year throughout the duration of this Framework.

BI4.4 Account Administration Service Levels

Purchase Orders	<p>No orders shall be accepted without a valid order number. Orders shall be raised for the entire scope of works or elements of work.</p> <p>The Contractor shall receive an order for work as indicated below. The Pricing Framework will be applied to work on each order. Each order shall state a commencement and completion date where relevant, which will be based on the amount of work contained within the schedule and agreed with the Contractor.</p>
Payments	The Member shall pay all invoices (including any Value Added Tax properly chargeable thereon) within 30 days of receipt providing the Member has certified for payment
Invoicing	Invoices submitted are to be in line with the agreed payment process as agreed during the Selection Process.
Performance Reporting	Performance reporting will be required by Members as part of their performance monitoring system. Contractors will be expected to adhere to any requirements set by the Members. EEM may also be included monitoring of performance to ensure that our approved Contractors are delivering the expected service levels.
Credit Notes	Where invoices are found to be incorrect, credit notes to the agreed sum are to be issued within 5 working days of notification and agreement.

B14.5 Framework Management Service Levels

Call Off Agreement Pricing	The rates submitted in Part C Price Framework will form the maximum base rate that can be applied to Call Off Agreements. During the Selection Process Contractors will be able to discount these rates based on volume and requirements of the contract but will not be able to increase the rates, exception will be given where additional services or requirements are requested that are over and above the original Framework specification.
Insurance with the stated indemnity limit must be held for the duration of the Framework	Employer's £5 million for each and every claim Public Liability £10million for each and every claim Product Liability £5 million for each and every claim
EEM Commission	<p>EEM is financed by commission payments. All prices submitted within Part C Price Framework must be net and will be used as a base rate for all Call Off Agreements through the Framework.</p> <p>Following the award of the Framework, EEM will uplift the base rates by a maximum of 1.5% before any rates are promoted to Members. The exact % of commission to be added will be agreed by EEM at the point an enquiry is received.</p>
Commission Payments	<p>Monthly Commission report submitted within 7 days of the end of each month as stated in Part E EEM Framework Agreement and explained in Appendix 2 EEM Commission Guidance.</p> <p>Failure to pay the EEM commission may result in termination from the Framework or payments being withheld from Members as per clause 15.1.2 of the EEM Framework Agreement.</p>
Additional Products	Additional schedule of rates may be added to the price Framework as and when required by Members after Framework award. These will also be incorporated within this Framework and made available to all Members using the Framework.

B14.6 Performance Monitoring

A detailed performance monitoring system will be established with each Member prior to the commencement of any Call Off Agreement. This will include an agreed set of key performance indicators which will be monitored on a monthly basis. Example indicators are:

- Customer satisfaction
- Timescale for completion of each property
- Properties accepted at first handover
- Defects resolution
- Predictability of spend

B14.7 Social Value

Both locally and nationally, there has been increasing crystallisation in recent years of the importance of public services in generating wider benefits to residents alongside just simply delivering core services. Most recently, this has culminated in the passing of the Public Services (Social Value) Act 2012 (SVA), which makes it a legal requirement for public bodies to consider how they might improve the social, economic and environmental wellbeing of their local area.

This has led many Call Off Members to develop their own initiatives to meet this requirement. Detailed requirements of any initiatives applicable to works detailed in this specification will be outlined during the mini competition process. These may include (but are not limited to):

- Use of local employment hubs for any recruitment directly linked to the Call Off Agreement
- Requirements to take on apprentices
- Supporting local community schemes
- Working with local schools and colleges
- Development of an Employment and Skills plan for the duration of the Call Off Agreement
- Monitoring social value through a nominated measurement tool
- Support of initiatives such as Women in Construction

EEM are keen to support Members with these initiatives all successful Contractors will be expected to engage with and fully support the Member where required.

Part B15 – Form of Tender**TO BE COMPLETED AND RETURNED WITH REQUESTED DOCUMENTS**

I/We have read and understood the Invitation to Tender and do hereby offer to execute and complete in accordance with this Specification, the Conditions of Tendering and the EEM Framework Agreement all as contained within this ITT documentation, immediately on its presentation by the Employer.

I/We* hereby tender the price, which includes for profit, preliminaries, on-costs and overheads, understand that it will be used by the Members to ascertain the rates and prices to be used to measure and value all work undertaken under the Framework.

I/We understand that EEM may accept all, part, or none of the tender proposed.

I/We* understand that my/our* price shall remain firm and fixed for twelve months from the Framework commencement date.

I/We* understand that this tender is to remain open for a period of six calendar months from the date for return of tenders.

I/We* understand that the EEM is not bound to accept the lowest or any tender received and will not pay any expenses incurred by me/us* in connection with the preparation and submission of this tender.

In submitting this Form of Tender I/we* warrant and represent to and undertake with EEM that:

- (a) I/We* have fully understood the entire content of the tender documentation in particular, I/We* fully understand and fully accept the obligations set out - and that, accordingly, my/our* submission is made in the knowledge and acceptance of all the content of the documents, without exception whatsoever.
- (b) All information, representations and other matters of fact communicated (whether in writing or otherwise) to EEM by the Contractor, or its employees, in connection with this Form of Tender are true, complete and accurate in all respects.
- (c) I/We* have not submitted this Form of Tender, nor will enter into the Framework Agreement in reliance upon any representation or statement (whether made orally, in writing, or otherwise) which may have been made by EEM, except a representation contained within the tender documents or made by EEM in writing.
- (d) If awarded all or elements of the Work, I/We* have full power and authority to enter into the Framework Agreement and subsequent Call Off Agreements to carry out the Work. I/We* will fully discharge my/our* obligations under the Framework Agreement and will meet the performance and quality targets set out therein from the commencement of such agreement and will assist EEM and their Members as required on performance, quality and administration of the works.
- (e) I am/we are* of sound financial standing and have sufficient working capital available to me/us* to carry out the Work in accordance with the agreement for the entire duration of the Framework Period.

I/We confirm that the company bidding and/or its directors/partners have or have not been convicted of any of the following offences:

- conspiracy; corruption; the offence of bribery; fraud (within the meaning of the offence of cheating the Revenue, the offence of conspiracy to defraud, fraud or theft, fraudulent trading, defrauding the Customs, an offence in connection with taxation in the EC, destroying defacing or concealing of documents or procuring the extension of a valuable security;
- money laundering; any other offence within the meaning of Article 45(1) of the Public Sector Directive and has not been: in a state of bankruptcy, insolvency, compulsory winding up, administration, receivership, composition with any creditors or any analogous state, or subject to relevant proceedings;
- convicted of a criminal offence relating to business or professional conduct;
- committed an act of grave misconduct in the course of business;
- failed to fulfil its obligations relating to the payment of social security
- contributions and or payment of taxes;
- guilty of serious misrepresentation in providing any of the information required under this regulation

All information supplied is accurate to the best of our knowledge, that we have assessed and identified any information which we consider to be confidential and should not be released without consultation and we will undertake to notify EEM of any material changes in the Company's position.

I/We certify that this offer is made without prejudice to our liability for breach of any of our obligations under the Framework Agreement and (the Tenderer) shall be liable for and shall indemnify EEM against any liability, loss, costs, expenses, claims or proceedings whatsoever arising under any statute or at common law in respect of:

- any financial or economic loss
- in consequence of or in any way arising out of any infringement of any copyright, patent etc applying to the design, equipment and, or services supplied and in consequence of or in any way arising out of any defect in the design, equipment and, or services or the delivery and, or installation and, or commissioning (as appropriate) of the design, equipment and, or services by the Tenderer, its servants or agents except insofar as such loss, damage or injury shall have been caused by negligence on the part of EEM, its servants or agents.

I/We acknowledge that if we have acted or shall act in contravention of this signed 'form of tender' statement, EEM shall be entitled to recover from ourselves the amount of any loss and expense resulting from such omission/s.

Should obvious errors in pricing or errors in arithmetic be discovered before acceptance of this offer submitted by me/us, I/we shall correct these errors immediately by written confirmation. EEM reserves the right to consider my/our revised bid and withdraw its offer to purchase the goods or services.

I/we acknowledge that if I/we return a tender bid and if I/we act or shall act in contravention of the terms within this ITT, EEM will be entitled to cancel the agreement and to recover the amount of any loss and expense resulting from such a cancellation.

I/we have read the above statements and I am authorised to agree the Terms.

I/we understand that a commission will be payable to EEM on any works carried out as set out in Part E EEM Framework Agreement.

I/we have submitted our rates as Nett and are therefore exclusive of the commission which will be payable to EEM. I/we understand that a percentage will be added to these rates following the award of the Framework.

Signed:

Name:

Position:

Name of organisation:

Date:

Email Address:

Telephone No.:

EEM Working Together.
Procuring Efficiently.



EEM Ltd
Unit 3 Maisies Way
Alfreton
Derbyshire
DE55 2DS

Email: info@eem.org.uk

Tel: 01246 395610



@EEMLtd



/Efficiency East Midlands

www.eem.org.uk