



Foundations

DFG Tender Online Standard Specification

April 2017

Document History

Revision History

Date of this revision: 25/04/17

Date of Next revision:

Version number	Previous revision date	Summary of Changes	Changes marked
0.10			No

Approvals

This document requires the following approvals.

Signed approval forms are filed in the Management section of the project files.

Name	Signature	Title	Date of Issue	Version



About Foundations

Our Mission

To share the magic about what makes good home improvement and adaptation services

Our Vision

A thriving range of home improvement agencies – supporting people to live safe, independent and happy lives in the home of their choice

Our Objectives



Identify and meet the training needs of the sector



Engage with stakeholders, providers and commissioners and facilitate networking opportunities



Represent and promote the sector



Develop tools and resources for providers and commissioners



Monitor activity, quality and performance and find out what good looks like



Develop and promote quality assurance systems



Provide an information management and workflow system

For more information visit: www-foundations-uk-com

Our Services

We're continuing to expand our range of **training courses** – and will soon launch a new partnerships that brings a suite of affordable online training to the sector and will feature new bespoke courses later in the year.

We provide a range of **consultancy services** to local authorities and providers of HIA services. This can be anything from service design and specification right through to complex appraisals and audits.

The **Foundations Quality Mark** sets the standard for sector and will be revised this year to provide access to full accreditation with the Advice Quality Standard. We will also be introducing a **DFG Quality Standard** which sets out the 10 key aspects of a well commissioned service.

Research has shown the most agencies rely on getting multiple quotations for each project they manage. This can be time consuming and not necessarily result in the best results. We'll be introducing new **procurement tools for level access showers and stairlifts**.

HIA Case Manager is a versatile, web based case management solution. Used by many local authorities, housing associations and charities, it's the #1 solution designed specifically for Home Improvement Agencies. A **new DFG module** is under development incorporating a portal for receiving referrals, standard forms and a mobile test of resources.

Disability Confident

Thousands of companies like ours are benefitting from a diverse workforce. Being Disability Confident helped us recruit and retain the right mix of people to help our business grow.



Find out more at: www.gov.uk/disability-confident



Items to be Removed

Take out and cart away the following existing items including any associated redundant services:

Item	Unit	Rate
Bath / Shower Cubicle	Item	£
Electric Shower Unit	Item	£
Wash Basin	Item	£
Toilet	Item	£
Radiator	Item	£
Floor Coverings	Item	£
Soil & Vent Pipe (SVP)	Item	£
Hopperhead and Downpipe	Item	£



Shower Area

Shower Type

Screeded Floor

Break out screed from shower area to 150mm beyond the line of curtain rail. Install a shower gully. Lay ARDURAPID 35 flooring compound (by Ardex) to form falls to shower gully at 1:40. Take care with any reinforcement bars within the substructure; if damaged, new bars are to be overlapped and welded together. Provide new 1500g dpm bonded to existing with proprietary sealant strip and fill void in 1:6 concrete. Max shower area 1.5sqm.

Item	Unit	Rate
With a white McAlpine 75mm seal trapped shower gully	Item	£
With a white Harmer trapped floor drain ref ATS 75/A, c/w side inlets and AC150 grate assembly	Item	£

Level Access Shower Former

Install a level access shower former c/w with top-access gully, in accordance with manufacturer's instructions to size shown. Cut floorboards to butt up to the edge of the former, with noggins to support ends of boards as necessary.

Item	Unit	Rate
Tuff-Form 2 range by AKW Medicare	Item	£
ShowerDec by Contour Showers	Item	£

Low Level Access Tray

Install a low level access shower tray c/w with top-access gully, in accordance with manufacturer's instructions. Cut floorboards to butt up to the edge of the tray, with noggins to support ends of boards as necessary.

Item	Unit	Rate
Braddan/Super Braddan range by AKW Medicare c/w 20mm ramp kit (cut to size if necessary)	Item	£
Swift range by Contour Showers	Item	£

Drainage Connection

Install 38mm uPVC waste pipework to connect shower gully into a s/vp or gully in the vicinity (internal or external)

Item	Unit	Rate
Within a solid floor	Item	£
Within or below a timber floor	Item	£
Above floor level	Item	£
Extra over to cut joist adjacent to wall to install waste; pack joist with s/w and anchor bolt to masonry either side.	Item	£

Shower Screens

Install a set of 750mm high shower screens to shower area to fit the formers/tray shown

Item	Unit	Rate
Screens with 1 set of doors for an 'alcove'	Item	£
Screens with 2 pairs of doors for a corner	Item	£

Grabrails

Install a Phlexicare Safe Grip grabrail in white uPVC. Fit to long wall in shower area in position to be agreed with client.

Item	Unit	Rate
1000mm long	Item	£
1400mm long	Item	£

Curtains Rails

Install a heavy duty curtain rail in extruded white powder coated aluminium, complete with drop rods, brackets, hooks and gliders. Hang 2no. 1800mm wide x 2000mm drop white "Microban" impregnated weighted shower curtains.

Item	Unit	Rate
L-shaped - Max length of rail 2.4m.	Item	£
U-shaped - Max length of rail 3.3m.	Item	£

Shower Unit

Install an electronic instantaneous shower unit. Height to centre of unit to be 1100mm. Provide new cold water feed, connected to the main cold water feed, in 15mm pipework (chrome plated where exposed within shower room) with inline isolation valve. Connect Shower unit to new dedicated circuit (either new way on existing board or new satellite board) including appropriate circuit breaker and pull-cord operated switch with mechanical indicator.

Item	Unit	Rate
Redring Selectronic Plus 8.5kW instantaneous shower unit	Item	£



Walls and Doors

Demolitions

Take/break out and cart away:

Item	Unit	Rate
Existing door, frame/lining and architraves	Item	£
Section of non-load bearing partition wall. Max ht 2.4m.	Lin m	£

Doorway

Door Opening

Break out section of internal masonry wall to give doorway opening of 900mm o/a. Install new Catnic CN102 lintol over and make good all disturbance

Item	Unit	Rate
Widen existing doorway opening	Item	£
Form new doorway opening	Item	£

Door Set

Install a new 864x1981x35mm lipped internal flush door, faced with veneered chipboard or MDF, or plywood, ready for light sanding and paint finishing on site. Fit new architraves to both sides and make good skirting. All new timber to doorway be knotted, stopped, sanded, primed and painted two undercoats and one full gloss coat. Existing adjacent timber surfaces to be sanded and repainted one undercoat and one gloss.

Item	Unit	Rate
Install door within new s/w lining including indicator bolt with coin release from outside and lever latch furniture.	Item	£
Install door within new storey height s/w lining with glazed fanlight, including indicator bolt with coin release from outside and lever latch furniture.	Item	£

Item	Unit	Rate
Install door within new s/w lining hung from Stormguard "Ball Race" sliding door gear fixed to batten. Include Union 2426 sliding door lock with striking plate c/w aluminium disabled bathroom turn and indicator and finger pulls. Form pelmet in 18mm smooth faced plywood with stop end and lid, all fixed through bearer.	Item	£

New Walls

Form new 2.4m high stud wall, using 75x50mm s/w sole plate, head member, studs and noggins; all at 450mm ctrs, clad in 13mm plasterboard sealed and skimmed.

Item	Unit	Rate
Stud wall	Lin m	£

Skirtings

Install new s/w skirting to same profile as existing, mitred into corners. To be knotted, stopped, sanded, primed and painted two undercoats and one full gloss coat.

Item	Unit	Rate
Skirting	Lin m	£

Wall Tiling

Strip off and cart away all existing wall tiles, wallpaper, loose paint, etc., make good walls ready for tiling. Clad the full height (max. 2.5m) of the walls enclosing the shower area (including cutting around window openings) all in glazed wall tiles to client's choice (allow £15/sqm for supply). Fully bond tiles using approved proprietary adhesive fixing in straight and even courses. Include plastic coved movement joint to internal corners, trim to all exposed edges and Altro C8 captile to bottom edge. Finish with a proprietary white waterproof grouting.

Item	Unit	Rate
Full height wall tiling (per linear metre)	Lin m	£



Ceiling and Boxings

Carry out works to the ceiling and finish with two full coats white emulsion.

Item	Unit	Rate
Overboard ceiling in 9mm plasterboard fixed through ex 25x50mm s/w grounds, sealed and skimmed. Apply one coat vinyl matt emulsion diluted with water.	Sq m	£
Repair any holes or cracks to the ceiling with Artex Joint Tape and ensure that the surface is sound. Apply stipple texture to ceiling using Artex Textured Finish Powder to manufacturer's instructions	Sq m	£
Repair any holes or cracks to the ceiling and ensure that the surface is sound.	Sq m	£

Boxings

Create boxing (vertical or horizontal)

Item	Unit	Rate
Create boxing clad in 12mm plywood around ex 25x25mm s/w framing members. Fill and sand around screw heads and finish with primer, undercoat and 2 gloss coats. Max girth 450mm.	Lin m	£



Equipment

Wash Hand Basin

Install a white "Portman" 50cm whb (ref. S2220) with concealed bracket (ref. S9150), centre bracket (ref. S9145), plug (ref. S8800), anti-syphon bottle trap, and a pair of Ultegra lever action pillar taps (ref. S7095AA); all by Armitage Shanks. Provide new hot and cold water feeds in 15mm pipework with inline isolation valves to each outlet.

Item	Unit	Rate
Whb sited within 300mm of existing	Item	£
Whb sited elsewhere within shower room	Item	£

Drainage Connection

Install 38mm uPVC waste pipework to connect whb waste into a svp or gully in the vicinity (internal or external)

Item	Unit	Rate
Within a solid floor	Item	£
Within or below a timber floor	Item	£
Above floor level	Item	£

Splashback

Provide a 3 tile high splash back to the whb in 150x150mm white glazed wall tiles, fully bond tiles using approved proprietary adhesive fixing in straight and even courses. Finish with a proprietary white waterproof grouting.

Item	Unit	Rate
Splashback	Item	£

Toilet

Install a white w.c. pan by Armitage Shanks. Provide new cold water feed to cistern in 15mm pipework with inline isolation valve.

Item	Unit	Rate
Magnia sited within 300mm of existing	Item	£

Item	Unit	Rate
Magnia sited elsewhere within shower room	Item	£
Tiffany sited within 300mm of existing	Item	£
Tiffany sited elsewhere within shower room	Item	£
Extra over for fitting on a 50mm toilet plinth (by Creative Healthcare)	Item	£

Drainage Connection

Connect w.c. pan into drainage

Item	Unit	Rate
Existing connection with standard connector	Item	£
Existing connection with offset connector	Item	£
Into internal SVP (new or existing)	Item	£
Into external SVP (new or existing)	Item	£

Lighting

Install a 16watt 2D steam proof bulkhead fitting, with new ceiling pull switch.

Item	Unit	Rate
Bulkhead light fitting	Item	£

Ventilation

Install 100mm splash proof (IPX4) extract fan with 15-minute delay timer. To be wired in tandem with light to operate when light is on.

Item	Unit	Rate
Exhaust air to be ducted through ceiling and roof using 100mm insulated flexible ducting (max 1.5m long) with condensation trap. Install roof tile exhaust air terminal to same profile as existing tiles.	Item	£
Exhaust air to be ducted through wall with telescopic wall liner and fixed grille circular spigot.	Item	£
Exhaust air to pass through window-mount kit at high level.	Item	£

Heating

Provide heating by

Item	Unit	Rate
Remove existing radiator to allow access for other works. Refit upon completion and recommission.	Item	£
Extend existing central heating system pipework and install new 0.75kw radiator within shower room c/w lockmaster valves. Re-commission system. Assume that there is already heating pipework in the vicinity of the shower room.	Item	£
Install a Consort wall mounted fan heater, ref. BFH2T, including pull cord and thermostat.	Item	£



External Drainage

Soil and Vent Pipe

Install a 110mm uPVC svp. Provide all appropriate branches/connections. Vent to terminate 900mm clear of any window openings, swan necked around eaves as necessary.

Item	Unit	Rate
To a house	Item	£
To a bungalow	Item	£

Bottle Gulley

Install an Osma Bottle Gully and form new gully surround

Item	Unit	Rate
Bottle Gulley	Item	£

Drainage Connections

Connect Bottle Gully or svp into existing drainage system in Hepworth Supersleave clay pipes and fittings with flexible joints.

Item	Unit	Rate
Connect into existing inspection chamber c/w benching, etc.. Pipe length <2m	Item	£
Connect into existing inspection chamber c/w benching, etc.. Pipe length <5m	Item	£
Saddle onto existing drainage run. Pipe length <2m	Item	£
Saddle onto existing drainage run. Pipe length <5m	Item	£



Electrical

Consumer Unit

Upgrade existing fuseboard/consumer unit to comply with current Regulations. Install 10 way insulated split-load consumer unit with 100A main switch RCD and fitted circuit breakers (as appropriate) c/w full Earth bonding of services and cross bonding as required.

Item	Unit	Rate
New consumer unit	Item	£

Miscellaneous

Item	Unit	Rate
Provide earth bonding to shower room	Item	£
Resite wall mounted light switch (max distance 300mm) and make good disturbance	Item	



Preliminaries

The following costs will be applied to all projects:

Item	Unit	Rate
Remove any mirrors, shelves etc. from walls and refix upon completion	Item	£
Carry out all electrical works using an N.I.C.E.I.C. or equivalent approved contractor. Upon completion, certification and test results are to be issued in accordance with the latest amendment of BS 7671.	Item	£
Remove all surplus material, equipment and rubbish, leaving the area of work clean and tidy upon completion	Item	£
Compliance with the Contractors' Code of Conduct	Item	£
ANY PRELIMINARY COSTS NOT INCLUDED ELSEWHERE WITHIN THE RATES QUOTED	Item	£

Special Characteristics

Extra over cost for carrying out the adaptation in particular property types, e.g. provision of additional fixings and noggins.

Item	Unit	Rate
Timber framed property	Item	£



Contractor Selection

DFG Tenders Online will provide an estimated cost of works from all of the contractors included in the system, and list them in ascending price order. If contracts are then awarded solely on price this could mean that the contractors with lower prices are offered more work than they can complete. It could also be that those contractors take longer to complete jobs and do not necessarily rate as highly on customer satisfaction.

This provides an opportunity to incorporate other measures when awarding contracts, and we suggest using:

- Client satisfaction
- Time taken to complete works

These factors can then be rated to create a league table of contractors, as suggested below.

Client Satisfaction

Contractors that know how to treat customers well, respect their home and do a good job are essential for delivering home adaptations well. The DFG Tenders system allows customers to give a 5-star rating for contractors, or you could utilize your own existing systems.

For a simple league table you would take the average star rating for a contractor over a rolling 6 month period and convert that into points, e.g. a contractor with an average rating of 3 stars would be awarded 3 points.

A more sophisticated approach might be to award bonus points to those contractors averaging 4 or above.

Time Taken

One of the biggest complaints about DFG is about the time it takes. For this measure we suggest measuring the number of weeks between grant approval and completion of the works for each job – and again calculating the average for each contractor over a rolling 6-month period.

Points would then be awarded, e.g.:

- 5 points for 0–4 weeks;
- 4 points for 4-6 weeks;
- 3 points for 6-8 weeks;
- 2 points for 8-10;
- 1 point for 10-12 weeks; and
- 0 points for anything over 12 weeks.

League Table

Add up the points for each contractors at the start of every month and compile them into a league table. Exactly how you use the league will depend on how many contracts you typically award and how many contractors you use. But as an example you could decide to award more jobs to you top 3:

Rank	Contractor	Satisfaction	Time	Total	Jobs/mnth
1	Contractor A	5	5	10	4
2	Contractor B	5	4	9	4
3	Contractor C	4	5	9	4
4	Contractor D	4	4	8	2
5	Contractor E	3	4	7	2
6	Contractor F	4	3	7	2
7	Contractor G	3	3	6	1
8	Contractor H	3	2	5	1
9	Contractor I	2	3	5	1

The benefit of this approach is that it introduces an element of competition into the quality of delivery – which should reduce time taken and produce better adaptations leading to happier customers.

It also means that contractors with poorer quality will receive less work, which should result in fewer issues for the Local Authority / Home Improvement Agency.



Foundations

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