

**LHC** MIDLANDS  
LONDON  
SOUTH EAST

A guide to our  
**Added Value Services**



# We are LHCPG



**A free to join, not-for-profit framework provider. We have operated for nearly 60 years and are recognised as one of the UK's oldest and most respected public sector procurement providers.**

Since our establishment in 1966, we have become the procurement provider of choice for many public sector organisations. Our commitment to improving lives and places through quality procurement solutions is at the heart of everything we do. We offer both quality and innovation, delivering solutions that support the timely and compliant execution of crucial projects, thereby simplifying the procurement process for our public sector partners.

As a Gold Standard framework provider, LHC Procurement Group has met the highest quality, performance and compliance with established standards and best practices. This status assures our partners of our unwavering dedication to excellence.



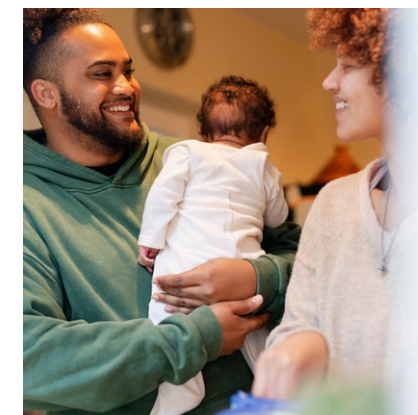
**This brochure will help to explain the services available within our Added Value Services programme. Over 120 Public Sector Organisations trust us:**

- Local Authorities
- Housing Associations
- NHS services
- Education Providers
- Blue light services
- Other public bodies

**We are the LHC Midlands, London and South East region, part of the largest free to join, not-for-profit framework provider LHC Procurement Group (LHCPG).**

Since we were formed, we have grown to become the procurement provider of choice for many public sector organisations, recognised for our distinct commitment to communities.

In addition to the frameworks, LHC partners have free and unlimited access to a host of Added Value Services developed to drive efficiencies and assist partners in making clear and informed decisions.



## Charity Partner: **Locality**

**With the help of Locality we are accelerating the regeneration of places and helping people reconnect through the LHC Community Benefit Fund.**

LHC is committed to developing superior and regionally focused procurement solutions that meet the evolving needs of the public sector.

As a token of appreciation for their dedication, each committee partner is eligible to apply for £10,000 awarded annually. This grant is awarded through the LHC Community Benefit Fund which is managed and distributed through our partnership with Locality.

The fund has been used to help tackle issues such as social isolation, poverty, employability, and environmental improvements.

# What do we mean by Added Value Services?

Our Added Value Services programme has been developed to enhance the procurement solutions we offer by providing services that complement the existing framework offering and are flexible to requirements.

By tapping into our team’s wealth of knowledge and experience, partners and appointed companies can confidently make well-informed decisions, drawing on our expertise in procurement intricacies, technical nuances, and social value considerations.

This support is accessible to all partners. All companies appointed to our frameworks can also benefit from the range of Added Value Services available.

- **1. Client Support**
- **2. Procurement Support**
- **3. Call Off Service**
- **4. Technical Support**
- **5. Marketing Support**
- **6. Community Benefits / Social Value**



## 1. Client Support

**Our commitment to maximising partner success is underpinned by the expert support and guidance of our Client Support team. Their expertise instills confidence and security in our partners, ensuring a positive and successful collaboration.**

Each partner benefits from the unwavering support of a regionally assigned Client Support Manager with expert knowledge of



our solutions. Highlighting our approach’s personalised nature, they leverage their extensive knowledge to ensure a tailored and insightful experience, identifying unique support options that can add extra value to the process. From matching frameworks to requirements to delivering regular project updates and addressing queries, to identifying alternative branches of support leveraging our extensive programme of Added Value Services. By building long-term partnerships through shared success, we ensure our partners have a fluid, informed, and positive experience.

Partner	Appointed Company
Regionally assigned Client Support Manager	Engaging with appointed companies on current and future projects
Matching framework solutions to project requirements	Early engagement prior to and post project registration
Addressing framework queries and sharing supporting documentation	Promoting collaboration between appointed companies and partners
Identifying and arranging additional support	Ongoing framework management support



2. Procurement Guidance



Tackling the procurement landscape can be a laborious and challenging task that varies from one project to the next.

It's a complex undertaking for many organisations, with some finding it harder than others. That's why utilising the expertise of our procurement experts can provide your organisation with unparalleled support, training, and guidance. This will not only help you navigate the complexities with precision and confidence but also provide a sense of relief from the overwhelming tasks.

From the initial options appraisal stage to the formal award of contracts, our procurement experts provide best practice support tailored to your unique needs. Our team goes beyond the conventional, offering in-depth training sessions and guidance to empower you and your organisation with the knowledge and tools necessary to make informed decisions.

Partner	Appointed Companies
Group or individual bespoke best practice procurement training	Providing advice on how to bid for our frameworks and informing them of the process
Identifying the best route to market (ie direct award vs mini comp and use of Call Off Service)	Support with DPS applications
Procurement advisory service	Procurement advisory service
Early Supplier Involvement (for mini comp projects)	Early Supplier Involvement (for mini comp projects)
Publishing Contract Award Notices	Support with e-tendering platform including registration and how to use it

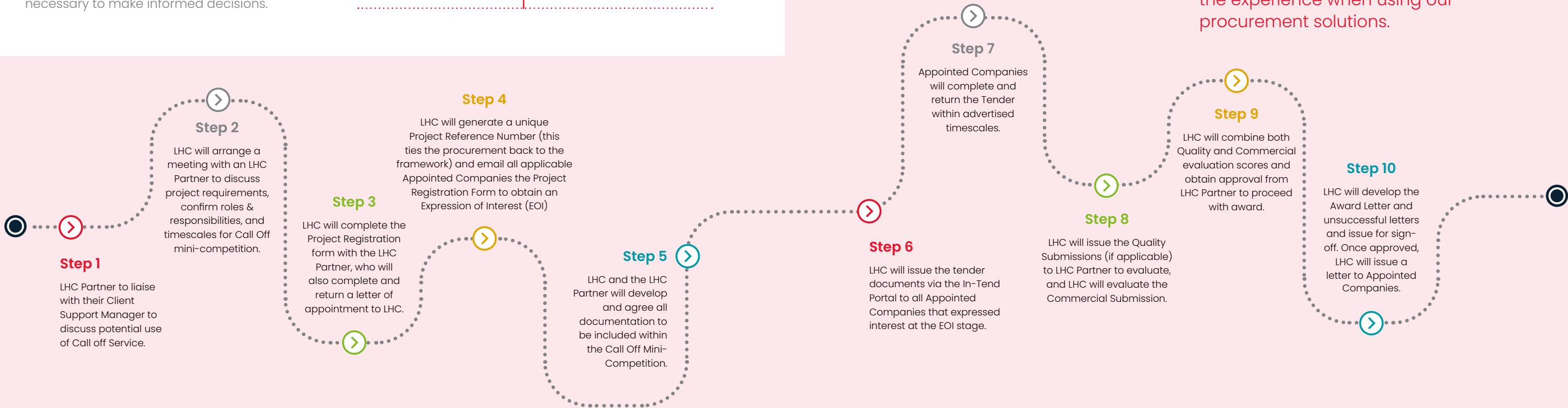
3. Call-off Service



Acting as an extension of your team, our team seamlessly manages the call-off mini competition process, which includes working with the client to develop documentation, running mini-competition, drafting award letters, publishing notices, and handling administrative tasks associated with calling off from a framework with utmost efficiency.

Flexible in its approach, organisations can choose to perform elements of the process themselves or allow LHC to manage the entire procurement with input from the organisation. Offering this level of flexibility will enable organisations of all sizes to utilise the service as it caters to the needs of each organisation, providing a solution that matches changing demands. The service is available subject to capacity and on selected frameworks.

Designed to simplify and enhance the experience when using our procurement solutions.





## 4. Technical Support

**Each project undertaken is unique and can present unforeseen challenges from a technical perspective.**

Having a team well versed in handling complex operations is a valuable asset that simply cannot be underestimated.

Our team's expertise and knowledge form the cornerstone of our approach, coupled with well-established relationships with appointed companies.



### Pre Tender:

The team provides guidance on project scope, objectives, and strategies, advises on pricing and procurement, and assesses frameworks and appointed companies for suitability.



### Tender and Pre-Award:

The team assists with technical clarifications for bidders, verifies pricing against framework rates for direct awards, and supports cost analysis. They also advise on contract terms to ensure suitability and optimal project outcomes.



### Tender, Award, & Project Start:

The team provides end-to-end project support, including setting KPIs, attending key meetings (pre-start, progress, and site inspections), and ensuring contract compliance, quality, and safety. They offer value engineering and cost consultancy, assist with conflict resolution, and provide technical advice on contracts and construction law. Additionally, they track project progress and facilitate third-party analysis when needed.



### Project Completion:

Post-completion support includes inspections, mediation, and lessons-learned between clients and contractors. The team also coordinates case study development.



## 5. Marketing Support

**At LHC, our frameworks are designed with social value and sustainability at their core. They aim to make a real difference in local communities by supporting employment, improving living standards, and the built environment.**

We believe that your unique initiatives and projects with us are a testament to our shared mission and values. We are here to support and collaborate in showcasing projects, regional initiatives, and community programmes through our marketing platforms. This will not

only highlight your organisation's impact in the communities where you live and work but also strengthen your social value and regional contribution.

We will feature what you share with us on our website, social media platforms (tagging you), include it in newsletters, and incorporate it into any relevant PR activities you are keen to utilise. Our marketing support is here to give your projects and initiatives a voice, and a platform in which to engage even further with your communities, in promoting the great work we achieve together.

**Please contact our marketing team to collaborate and capture these key milestones.**







# 6. Social Value

## How does our Added Value Services deliver Social Value benefits to communities?

LHC is committed to maintaining our high standards of excellence in delivering quality solutions while maximising the positive impact of our ‘not-for-profit’ status. We influence and measure how projects executed through our frameworks enhance community benefits, aligning with our overarching vision of “Improving Lives and Places.”

With the launch of our Social Value Strategy, we have taken significant steps to support our appointed companies under our frameworks in delivering greater Added Value. The Invitation to Tender (ITT) documents clearly articulate social value objectives. These objectives set specific expectations for appointed companies to deliver social value for their clients through their contracts.

By leveraging on Added Value Services within our procurement frameworks, we are committed to delivering not just projects but meaningful, lasting social benefits that enrich lives and strengthen communities.

We are dedicated to regularly measuring and reporting our social value outcomes through our Community Benefit Funding, ensuring that our clients can see the real difference their projects make. The Community Benefit Fund is generated from the rebate members receive if they spend over a specified threshold on our frameworks.



## Partnering with HACT

We partner with HACT, to deliver our social value strategy. Drawing on their expertise and experience in the sector to guide and support us as we innovate and transform social value in the public procurement sector.





**Improving lives and places  
through quality procurement solutions**

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