



Cabinet
29 June 2015

**Report from the Strategic Director of
Regeneration and Growth**

For Action

Wards Affected: All

**Award of Contract for a dynamic purchasing system (DPS) for
the procurement and management of temporary
accommodation**

Appendix 1 is not for publication

1.0 Summary

- 1.1 This report details the competitive tender process of undertaken for establishing a Dynamic Purchasing System (DPS) for the Procurement and Management of Temporary Accommodation (Private Sector Accommodation) in accordance with the Council's Private Sector Accommodation Scheme (PSA) and makes a recommendation as to award pursuant to Contract Standing Orders 88(c). Cabinet approval to invite tenders was obtained in a meeting of the Cabinet on 26 January 2015.

2.0 Recommendations

- 2.1 That Cabinet approve the appointment of the contractors recommended and listed at paragraph 3.1.10 onto the Dynamic Purchasing System (DPS) for the Procurement and Management of Temporary Accommodation. It is anticipated that the DPS will commence in July 2015 for a period of two (2) years with an option to extend up to a further two (2) years.

3.0 Detail

3.1 Background

- 3.1.1 On 26 January 2015 the Cabinet received a report from the Strategic Director of Regeneration & Growth requesting approval for officers to invite Tenders for a DPS to be established on behalf of the London Boroughs of Lewisham, Barnet, Ealing, Hammersmith & Fulham, Hillingdon and Hounslow and the City of Westminster and the Royal Borough of Kensington & Chelsea for the Procurement and Management of Temporary Accommodation. The Cabinet gave approval to Officers to invite

tenders for the DPS and approved the pre-tender considerations as required by the Council's Contract Standing Orders 88(b) including the evaluation criteria.

3.1.2 The report also requested and Cabinet gave approval for authority to be delegated to the:

- Operational Director for Housing and Employment to approve and appoint new service providers onto the DPS, as and when required where they meet the selection criteria set out by the Council
- Strategic Director of Regeneration and Growth to agree annual changes to the management fee.

3.1.3 The DPS tender consisted of two distinct lots, Lot 1 and Lot 2, to meet the Council's requirements for affordable, cost effective and good quality accommodation (TA). Lot 1 consisted of the procurement and management of temporary accommodation within the M25 and Lot 2 consisted of the procurement and provision of temporary accommodation outside the M25. Organisations were invited to bid for one or both lots.

The Tender Process

3.1.4 As detailed in the report to Cabinet on 26 January 2015 and following receipt of Cabinet approval in January 2015, Officers commenced the DPS procurement process. The advertisement for the opportunity was placed in the Official Journal of European Union (OJEU) on 2 February 2015. DPS documentation was made available via the Councils e-tendering system - London Tenders Portal. To gain access to the DPS documents organisations were asked to register their details on the London tenders Portal.

3.1.5 Completion of the registration process enabled organisations to submit an expression of interest and concurrently access the DPS documentation electronically. The tender documentation set out the criteria organisations were required to meet in order to be appointed onto the DPS.

3.1.6 To enable the DPS to be established and operational by July 2015, an initial deadline of 10 April 2015 was given for the return of tender documentation. After this deadline interested organisations may apply to be included onto the DPS by uploading tenders for evaluation at any time throughout the duration of the dynamic purchasing system. Admittance to the dynamic purchasing system will depend on organisations meeting the minimum criteria as stated in the tender documentation by the Council.

22 organisations submitted their tender documentation in accordance with the initial deadline. These are detailed as follows:

Lot 1	7 submissions received
Lot 2	3 submissions received

Lots 1 and 2

12 submissions received

3.1.7 The evaluation of all parts of the tender submission was carried out by a panel consisting of finance officers from Brent Council and housing officers from the London Borough of Brent, Barnet Homes and the Royal Borough of Kensington & Chelsea. The DPS Evaluation consisted of a 2 stage assessment: the questionnaire and method statement assessment.

A scoring range of between 0 and 5 was used to score Bidders response to the questionnaire (where appropriate) and the method statement. The assignment of scores was based on the following assessments:

Assessment	Score
No response to the question	0
Deficient – Response to the question (or an implicit requirement) significantly deficient.	1
Limited – Limited information provided, or a response that is inadequate or only partially addresses the question.	2
Acceptable – An acceptable response submitted in terms of the level of detail, accuracy and relevance.	3
Comprehensive – A comprehensive response submitted in terms of detail and relevance.	4
Superior – As Comprehensive, but to a significantly better degree.	5

For the stage one assessment (questionnaire assessment) bidders were required to obtain a pass for each of the questions/sections where it is stated as being a pass or fail assessment and at least 3 marks out of the available 5 for each of the marked questions in order to be considered eligible for progressing for the second stage of assessment process.

For the stage two assessment (method statement assessment) bidders were required to obtain at least 3 marks out of the available 5 for each question in each section in order to be considered eligible to be appointed on to the DPS (the second question in the resettlement section under lot 2 was exempted from this criteria. The question was used to seek views of the bidders on the possibility of discharging their duty to homeless households, through Private Rented Sector Offers which could be explored on a case by case basis).

The evaluation panel also held a moderation exercise where the scores were cross checked and the final score agreed. This ensured that average scores were not influenced by disparate marks from any member of the evaluation panel.

3.1.8 **Stage 1** – Questionnaire assessment – Included with the tender documentation was a pre qualifying questionnaire. The questionnaire was used to assess organisation’s financial viability, organisation’s legal capability to trade and experience. Organisations were evaluated on their response to questions covering the following areas:

<u>Evaluation area</u>	<u>Pass/fail or scored question including weightings</u>
Sub-contracting/consortia arrangements	For info only – not scored
Professional conduct	Pass/fail
Economic and financial standing	Pass/fail
Insurance	Pass/fail
Health and Safety	Pass/fail
Quality assurance	Pass/fail
Equality	Pass/fail
Environmental weighting	Pass/fail
Experience	Scored questions

Table 1

Organisations that obtained a “fail” for a pass or fail question or scored less than 3 marks out of the available 5 for any of the marked questions in the PQQ failed the initial assessment and were excluded from further consideration in the procurement process.

17 organisations passed the stage one assessment. The split against the lots was-;

- 4 organisations in Lot 1
- 2 organisation in Lot 2
- 11 organisations for both Lot 1 and 2

3.1.9 **Stage 2** – Method Statement assessment - Submitted method statements were evaluated based upon 100% quality to appoint successful organisations onto the DPS. The price for the service was fixed therefore no score or weighting was allocated to price.

The criteria and weightings assigned to the method statements were:

Lot 1

<u>Method statement (Criteria) Lot 1</u>	<u>Weightings</u>
<u>Question 1 - Procurement</u> Please outline the areas in which you are confident you can procure an on-going supply of good quality properties, the methods by which you propose to procure properties and your anticipated relationships with the properties owners, landlords	50%

or other agents.	
<p><u>Question 2 - Repairs and Maintenance</u></p> <p>Please outline your approach to the boroughs' requirements with respect to the initial standard of the properties, repairs and maintenance as detailed in the specification. In particular, the boroughs are interested in how you propose to resource the repairs and maintenance function, how you would ensure all emergency repairs are carried out within the specified timetables, your approach to gas safety inspections and your approach to access difficulties.</p>	25%
<p><u>Question 3 - Complaints and management</u></p> <p>Please outline how you will ensure that complaints from both landlords and licensees are effectively managed to deliver the minimum customer care standards detailed in the specification. In your response, please detail how you would treat the households in the properties, the wider community and any liaison with the placing <i>and host</i> boroughs.</p>	15%
<p><u>Question 4 - Anti-Social Behaviour</u></p> <p>Please outline how your organisation will manage anti-social behaviour for this contract in relation to the specification. You should cover the possibility that a household referred by a borough could be a victim as well as a perpetrator. Boroughs are particularly interested in how tenderers would liaise with referring <i>and host</i> boroughs and the sensitivities which may be involved particularly with respect to child and adult safeguarding issues.</p>	5%
<p><u>Question 5 - Equalities</u></p> <p>Please detail how your organisation would adapt the service to meet the needs of households bearing in mind that they may share different protected characteristics such as Age, Race, Religion or Belief, Disability, Sex, Pregnancy and maternity, or Sexual orientation. Please provide examples in your response which address two or more of the protected characteristics.</p>	5%

Table 3

Lot 2

<u>Method statement (Criteria) Lot 2</u>	<u>Weightings</u>
<p><u>Question 1 - Procurement</u></p> <p>Please outline the areas in which you are confident you can procure an on-going supply of good quality properties, the methods by which you propose to procure properties and your anticipated relationships with the properties owners, landlords or other agents. Please also outline why these areas would be suitable for the families likely to be referred.</p>	40%
<p><u>Question 2 - Repairs and Maintenance</u></p> <p>Please outline your approach to the boroughs' requirements with respect to the initial standard of the properties, repairs and maintenance as detailed in the specification. In particular, the boroughs are interested in how you propose to resource the repairs and maintenance function, how you would ensure all emergency repairs are carried out within the specified timetables, your approach to gas safety inspections and your approach to access difficulties.</p>	20%

<p><u>Question 3 - Complaints and management</u></p> <p>Please outline how you will ensure that complaints from both landlords and licensees are effectively managed to deliver the minimum customer care standards detailed in the specification. In your response, please detail how you would treat the households in the properties, the wider community and any liaison with the placing and host boroughs</p>	15%
<p><u>Question 4 - Anti-Social Behaviour</u></p> <p>Please outline how your organisation will manage anti-social behaviour for this contract in relation to the specification. You should cover the possibility that a household referred by a borough could be a victim as well as a perpetrator. Boroughs are particularly interested in how you would liaise with referring and host boroughs and the sensitivities which may be involved particularly with respect to child and adult safeguarding issues.</p>	5%
<p><u>Question 5 - Resettlement</u> 15% (13% has been allocated to question A and 2% has been allocated to question B)</p> <p>A Please outline your approach to resettling households referred by boroughs who may be unfamiliar with the area where the accommodation is located. Boroughs are particularly interested in the information and advice you may be able to give with respect to education, health and other practical welfare issues. Please include an example of your welcome pack (this will be excluded from the word count)</p> <p>B With reference to paragraph 25 of the service specification for Lot 2 (please see Appendix 4) please outline your organisation’s proposal of how you would work with the boroughs to facilitate and achieve its stated aim. Please also include within your response your expectation of the Council in taking forward this proposal, any anticipated difficulty and risk associated with the proposal. This question is excluded from the mandatory 3 marks requirement that applies to the other questions (see Evaluation methodology for further information).</p>	15%
<p><u>Question 6 - Equalities</u></p> <p>Please detail how your organisation would adapt the service to meet the needs of households bearing in mind that they may share different protected characteristics such as Age, Race, Religion or Belief, Disability, Sex, Pregnancy and maternity, or Sexual orientation. Please provide examples in your response which address two or more of the protected characteristics.</p>	5%

Table 3a

A scoring range of 0 and 5 was used to score each question in each section (see scoring methodology in Table 2).

3.1.10 13 organisations passed the stage two assessments, and were appointed onto to the DPS under the respective lots they bid for. These are:

Organisations on Lot 1	Organisations on Lot 2	Organisations on both Lots
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Atlas Property London	Leena Homes Ltd	Apex Housing Ltd
Capital Homes Services Limited		Cromwood
Central Housing Group Ltd		Eliot Leigh
Lettings International Ltd		Finefair Consultancy Ltd
		London Strategic Housing Association
		Omega Lettings Limited
		Paradigm Housing Group
		Residential Management Group Ltd

Appendix 1 – 3 presents information of the evaluation matrix.

2. Price

2.1 The price for this service has been fixed for the first year of the DPS as follows:

2.1.1 Lot 1 (within the M25) – Current LHA plus management fee. The weekly management fee has been set at £45 per week.

2.1.2 Lot 2 (outside the M25) – Current LHA plus management fee. The weekly management fee has been set at £45 per week for areas that are within 50 miles of central London. This is due to the London property bubble having a ripple effect on the areas that are within a reasonable commuting distance. For areas that are more than 50 miles away from central London, the weekly management fee has been set at £35 per week plus the current LHA.

2.2 The management fee will be reviewed annually on the anniversary of the contract by the Accommodation Service Manager in Brent Council and officers from participating Councils to ensure this fixed price provides value for money to the Councils. A report detailing any proposed changes will be sent to the Strategic Director of Regeneration and Growth for consideration.

The anticipated start date of the contract is 20th July 2015.

3.2 Procuring via the DPS

- 3.2.1 The DPS includes a prescriptive call-off protocol (“the Protocol”) that Officers must adhere too when calling off services under the DPS; the use of the Protocol will ensure fairness and transparency.
- 3.2.2 It should be noted that during the operation of the DPS, the Councils will refine the process for procuring via the DPS to ensure that it continues to meet their needs. Where changes are made to the processes as set out in “the Protocol”, this will be sent out to all service providers on the DPS.
- 3.2.3 It is the intention to categorise suppliers based on the location where they have indicated they will be able to procure accommodation. Service providers will be ranked within each category on the DPS (by application of the award criteria) on the basis of the most economically advantageous in terms of 100% quality (prices are fixed). However, it should be noted that as new service providers are accepted on to the DPS the ranking of service providers might change dependent on scores achieved by service providers
- 3.2.4 In the event that the Councils decide to approach providers the Councils shall decide which providers to approach in the relevant category based on their capability of delivering the Councils’ particular requirement; taking into consideration the location (where the accommodation is required), the capacity of the service provider to provide the required number of properties, their rank within the category and their performance in meeting any previous requests.
- 3.2.5 Where there has been a persistent failure to respond to requests, to accept requests and non delivery or continual poor / sub standard or slow responses to requests this will be deemed to be Poor Performance. Where there is Poor Performance the Council may: suspend the supplier from receiving requests, refuse to make any requests with the Service Provider and or remove the service provider from the DPS.

4.0 Financial Implications

- 4.1 Part 4, section 2.5 of the Council’s Constitution states that contracts for supplies and services exceeding £250k or works contracts exceeding £500K shall be referred to the Cabinet for approval to invite expressions of interest, agree shortlists and invite tenders.
- 4.2 The total agreed budget for expenditure on Temporary Accommodation for 2015/16 is £2.3m. Whilst this proposal is a means to reduce expenditure within this service, there continues to be significant risks attached to the Council’s ability to control demand led pressures relating to this particular service whilst ensuring that statutory duties are met. Officers will continue to closely monitor the impact of both the LHA changes and the wider welfare reform agenda on the service budget.
- 4.3 There are no changes to the Department for Work and Pensions (DWP) TA subsidy regime and therefore this will continue to be based on current arrangements. That is, in most cases, 90 per cent of the appropriate January 2011 LHA rate for the

property (not the household size), that the local authority places the claimant into; plus £40 for London authorities.

- 4.4 The estimated value of this four year contract is £3.75m.
- 4.5 The DPS scheme will utilise Housing Benefit subsidy to fund the lease and management costs of the scheme.
- 4.6 These assumptions are heavily reliant on our capacity to find accommodation that will be sustainable within the welfare constraints. Inevitably this will mean procuring properties in areas where the rents are lower, elsewhere in the country. Although for some households this is not a viable option, and for the largest households there is nowhere in the country that is affordable within the caps.

5.0 Staffing/Accommodation Implications (if appropriate)

- 5.1 None

6.0 Legal Implications

- 6.1 The Homelessness legislations, Part VII of the Housing Act 1996 (“the 1996 Act”) as amended by Homelessness Act 2002, and subsequent legislations, Orders and Code of Guidance govern the duties and obligations on housing authorities for prevention of homelessness and for securing that sufficient accommodation will be available for people who become homeless or who are at risk of becoming so.
- 6.2 Under the legislation certain categories of households, such as families with children and households that include someone who is vulnerable, have a priority need for accommodation. The requirement to provide accommodation to persons who are homeless and satisfy the qualifying criteria for assistance arises under Part VII of the Housing Act 1996 (“the 1996 Act”) as amended by Homelessness Act 2002. The Council has a statutory duty pursuant to section 193 of the 1996 Act to provide temporary accommodation to homeless applicants who satisfy the following criteria: they are homeless; they are eligible for assistance; they are in priority need of accommodation; and, they are not intentionally homeless. The Council also has a duty to secure interim or emergency accommodation, pursuant to section 188 of the 1996 Act, to those persons it has reason to believe may be homeless, eligible for assistance, and have a priority need pending a decision to the section 193 duty, (if any) owed to the applicant.
- 6.3 The properties will be offered either as emergency accommodation in compliance with the duty under section 188 of the 1996 Act or as temporary accommodation under section 193 of the 1996 Act.
- 6.4 Section 206 of the 1996 Act provides that where a housing authority discharges its functions to secure that accommodation is available for an applicant, the accommodation must be suitable. Suitability must be in relation to the applicant and to all members of his/her household who normally reside with him/her, or who might reasonably be expected to reside with him/her.

- 6.5 So far as reasonably practicable the Council shall, in discharging its housing function under Part VII of the 1996 Act, secure that accommodation is available for the occupation of the applicant in its borough, pursuant to section 208 of the 1996 Act. Households who have no overriding need to be in Brent may be offered accommodation outside of the borough in a location which has been identified. Selection of areas will be based upon a number of socioeconomic factors including access to employment, education and affordability. Proximity and transport links to Brent will also be considered. In addition to the obligations under s208 of the 1996 Act, the Homelessness Code of Guidance for Local Authorities, of which the local policy would have regard, advises that housing authorities should aim to secure accommodation within their own district wherever possible.
- 6.6 The value of the DPS over its lifetime as mentioned in paragraph 4 of this report is over £250,000 and in effect, regarded as High Value Contract under the Council's Contract Standing Orders and Financial Regulation, in that Cabinet approval to award/appointment of contractors onto the DPS must be sought. As the value of the contract over its lifetime is higher than the EU threshold for services, the procurement and award of the contract is governed by the EU procurement regulations.
- 6.7 The procurement process for the DPS was commenced under the Public Contracts Regulations 2006 ("PCR 2006") and as such the PCR 2006 continues to apply to the procurement although the Public Contracts Regulations 2015 came into effect in February 2015. Under the PCR 2006, services for provision of Temporary Accommodation partially fall within Part A and B of Schedule 3 to the PCR 2006 but for this particular contract, the bulk of the service falls within Part B therefore being a mixed service, Officers have treated the procurement as a Part B tender. On that basis, the application of the EU procurement rules will be limited. However, in accordance with the EC Treaty principles of fairness, proportionality, non discrimination and transparency, and for the partial application of the EU procurement rules, a compliant competitive procurement process as set out in this report was undertaken by the Council.
- 6.8 The provisions in relation to establishing and use of a Dynamic Purchasing System are detailed under regulation 20 of the PCR 2006 and the advantage of using such a system, which is akin to a Framework Agreement, is that unlike a framework agreement, it allows for new providers in the market to apply for admittance onto the Dynamic Purchasing System throughout the life of the system, which cannot exceed four (4) years unless there are exceptional circumstances.

7.0 Diversity Implications

- 7.1 Two Equality Impact Assessments were originally submitted with the "Authority to invite tenders for a dynamic purchasing system (DPS) for the procurement and management of temporary accommodation" report which was submitted to the Cabinet in January 2015.
- 7.2 The main risk of negative impact arises from relocating families out of London. BAME households are negatively impacted but cultural considerations have been taken into account when identifying areas of relocation thus mitigating the impact on this cohort. There is also a negative impact on women, however the increased lets

to accepted homeless households neutralises this impact as women are over-represented in the homeless population. The analysis recognises that relocating with a young baby can be stressful and is likely to have an adverse impact on these households. The Council aim to mitigate this impact by setting up links with family support groups and childcare services in areas where the accommodation is sourced.

- 7.3 There are variations within the population of Brent in those applying for assistance as homeless persons.
- 7.4 Through pre-selected providers, this scheme is designed to ensure an on-going supply of privately sourced accommodation. Certain types of properties can be specifically sourced, for example, some BAME households tend to have larger households and require larger properties. Households with certain disabilities require ground floor level access. Properties are to be sourced in areas where there is access to support and resettlement. Consideration will be given to transport links to Brent.
- 7.5 Homeless households, of which BAME households are over represented, will spend less time in emergency accommodation which compromises quality of life, educational attainment, and social inclusion and integration.
- 7.6 Efforts will be made to integrate homeless families into communities and avoid them being stigmatized as homeless households. Accommodation providers were asked to demonstrate how they would deal with harassment/ anti social behaviour in order to be successful and are required to submit performance statistics on monthly basis. The following actions have been identified to ensure that affected groups continue to obtain a fair and equitable service as a result of the policy:
- 7.7 The Council will be directly responsible for nominating applicants to the scheme in line with temporary accommodation policy and procedure and will be able to monitor take up by affected groups. Providers were asked to demonstrate how they would implement equalities and deal with harassment/ anti social behaviour in order to be successful. These requirements form part of the contractual obligations.
- 7.8 The Housing Act 1996 code of Guidance makes reference to criteria in the 'suitability of accommodation' order which takes into account education, welfare and medical needs. These criteria will be used to make decisions about whether to place out of borough. The council will adopt a policy using the criteria above to ensure that certain vulnerable groups remain in borough. There will be continuing monitoring and review of provider's commitment to provide an equitable service to homeless applicants.

8.0 Background Information

- 8.1 Report Title: Authority to invite tenders for a dynamic purchasing system (DPS) for the procurement and management of temporary accommodation.
<http://democracy.brent.gov.uk/ieDecisionDetails.aspx?ID=3093>

Any person wishing to inspect the above papers should contact:

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Appendix 2 – ITT quality

Overview of the ITT quality evaluation for Lot 1

ITT Question	Weighting %	ITT 2	ITT 3	ITT 5	ITT 6	ITT 7	ITT 8	ITT 10	ITT 15	ITT 17	ITT 18	ITT 19	ITT 20
<p><u>Question 1 - Procurement</u> Please outline the areas in which you are confident you can procure an on-going supply of good quality properties, the methods by which you propose to procure properties and your anticipated relationships with the properties owners, landlords or other agents.</p>	50%	35	35	37.5	45	32.5	47.5	45	35	47.5	42.5	30	32.5
<p><u>Question - 2 Repairs and Maintenance</u> Please outline your approach to the boroughs' requirements with respect to the initial standard of the properties, repairs and maintenance as detailed in the specification. In particular, the boroughs are interested in how you propose to resource the repairs and maintenance function, how you would ensure all emergency repairs are carried out within the specified timetables, your approach to gas safety inspections and your approach to access difficulties.</p>	25%	15	20	18.75	23.8	18.75	22.5	17.5	25	21.25	22.5	18.75	17.5
<p><u>Question 3 - Complaints and Management</u> Please outline how you will ensure that complaints from both landlords and licensees are effectively managed to deliver the minimum customer care standards detailed in the specification. In your response, please detail how you would treat the households in the properties, the wider community and any liaison with the placing and host boroughs.</p>	15%	9	9.75	9	9.75	9	11.25	10.5	9	9	11.25	9.75	9
<p><u>Question 4 - Anti-Social Behaviour</u> Please outline how your organisation will manage anti-social behaviour for this contract in relation to the specification. You should cover the possibility that a household referred by a borough could be a victim as well as a perpetrator. Boroughs are particularly interested in how tenderers would liaise with referring and host boroughs and the sensitivities which may be involved particularly with respect to child and adult safeguarding issues.</p>	5%	3	3.5	3	3.75	3.5	3.5	4	3	4.25	3	3	3.5
<p><u>Question 6 - Equalities</u> Please detail how your organisation would adapt the service to meet the needs of households bearing in mind that they may share different protected characteristics such as Age, Race, Religion or Belief, Disability, Sex, Pregnancy and maternity, or Sexual orientation. Please provide examples in your response which address two or more of the protected characteristics.</p>	5%	3	3.25	3	3.5	3.25	4.5	3.25	3.5	4.5	3.5	3.25	4.25
Total weighted quality %		65	71.5	71.25	85.8	67	89.25	80.25	75.5	86.5	82.75	64.75	66.75

Overview of the ITT quality evaluation for Lot 2

ITT Question	Weighting %	ITT 2	ITT 7	ITT 9	ITT 10	ITT 14	ITT 17	ITT 18	ITT 19	ITT 20
<u>Question 1 - Procurement</u> Please outline the areas in which you are confident you can procure an on-going supply of good quality properties, the methods by which you propose to procure properties and your anticipated relationships with the properties owners, landlords or other agents. Please also outline why these areas would be suitable for the families likely to be referred.	40%	26	28	38	36	24	38	30	24	24
<u>Question - 2 Repairs and Maintenance</u> Please outline your approach to the boroughs' requirements with respect to the initial standard of the properties, repairs and maintenance as detailed in the specification. In particular, the boroughs are interested in how you propose to resource the repairs and maintenance function, how you would ensure all emergency repairs are carried out within the specified timetables, your approach to gas safety inspections and your approach to access difficulties.	20%	12	15	18	15	13.00	15	18	15	14
<u>Question 3 - Complaints and Management</u> Please outline how you will ensure that complaints from both landlords and licensees are effectively managed to deliver the minimum customer care standards detailed in the specification. In your response, please detail how you would treat the households in the properties, the wider community and any liaison with the placing and host boroughs	15%	9	9	11.25	10.5	9	9.75	11.25	9.75	9
<u>Question 4 - Anti-Social Behaviour</u> Please outline how your organisation will manage anti-social behaviour for this contract in relation to the specification. You should cover the possibility that a household referred by a borough could be a victim as well as a perpetrator. Boroughs are particularly interested in how you would liaise with referring and host boroughs and the sensitivities which may be involved particularly with respect to child and adult safeguarding issues.	5%	3	3.5	3.5	3.75	3.25	4	3	3.25	3.5
<u>Question 5a - Resettlement</u> Please outline your approach to resettling households referred by boroughs who may be unfamiliar with the area where the accommodation is located. Boroughs are particularly interested in the information and advice you may be able to give with respect to education, health and other practical welfare issues. Please include an example of your welcome pack (this will be excluded from the word count)	13%	7.8	7.8	9.75	9.75	9.1	9.1	9.1	8.45	9.1
<u>Question 5b - Resettlement</u> With reference to paragraph 25 of the service specification (for lot 2) please outline your organisation's proposal of how you would work with the boroughs to facilitate and achieve its stated aim. Please also include within your response your expectation of the Council in taking forward this proposal, any anticipated difficulty and risk associated with the proposal. This question is excluded from the mandatory 3 marks requirement that applies to the other questions (see Evaluation methodology for further information).	2%	0.7	0.2	1.3	1.1	1.3	1.2	1.3	0	1.3
<u>Question 6 - Equalities</u> Please detail how your organisation would adapt the service to meet the needs of households bearing in mind that they may share different protected characteristics such as Age, Race, Religion or Belief, Disability, Sex, Pregnancy and maternity, or Sexual orientation. Please provide examples in your response which address two or more of the protected characteristics.	5%	3.25	3.25	4.75	4.5	3	4.5	3.5	3.25	3.75
Total weighted quality		61.75	66.75	86.55	80.6	62.65	81.55	76.15	63.70	64.65

Appendix 3 – Overview of weighted ITT scores for each successful Tenderer

Rank (Lot 1)	Tenderer	Scores
1	ITT 8	89.25
2	ITT 17	86.5
3	ITT 6	85.75
4	ITT 18	82.75
5	ITT 10	80.25
6	ITT 15	75.5
7	ITT 3	71.5
8	ITT 5	71.25
9	ITT 7	67
10	ITT 20	66.75
11	ITT 2	65
12	ITT 19	64.75

Rank (Lot 2)	Tenderer	Scores
1	ITT 9	86.55
2	ITT 17	81.55
3	ITT 10	80.60
4	ITT 18	76.15
5	ITT 7	66.75
6	ITT 20	64.65
7	ITT 19	63.70
8	ITT 14	62.65
9	ITT 2	61.75

Appendix 4 - Paragraph 25 from the service specification for Lot 2

25 Private Rented Sector Offers

The Council wishes to discharge their duty to homeless households, where possible through Private Rented Sector Offers. If a Licensee has been resident for 6 months or more, has not had any rent arrears and there have been no management or anti social behaviour issues, the Council would like the Contractor to consider offering an Assured Shorthold Tenancy to the Licensee in the same property or in an alternative property. This is something the boroughs would like to do, and would work with Providers to overcome any concerns they have.