**Dynamic Purchasing System (DPS) for Estate Agency Services**

**Overview of the DPS**

Sanctuary Homes is the development arm of Sanctuary Group, a not-for-profit company that provides housing and care services across the UK.

Over the next ten years we intend to build 30,000 new homes, the majority of which will be for sale. This will include properties for full open market sale and also affordable sale products such as shared ownership, new supply shared equity and help to buy.

The purpose of this DPS is for Sanctuary to select from a range of partner suppliers who can provide estate agency services, on a site by site basis, to our development sites across England and Scotland.

**What is a DPS?**

As an organisation, Sanctuary has to comply with the Public Contract Regulations. This is a set of legal requirements which governs how we can buy goods and services from suppliers to ensure fairness and value for money.

A DPS is a flexible way for organisations who are covered by the Regulations to select from a list of approved suppliers for specific services that they buy regularly.

By having a DPS Sanctuary can streamline the procurement processes so that, once suppliers are on the DPS, they don’t have to demonstrate their suitability and capability every time they wish to compete for a contract. This makes the award of individual contracts quicker than it would otherwise be without the DPS.

**What services will be required under the DPS?**

In the majority of cases where we use the DPS we will select a single supplier to provide an exclusive full sales and marketing service.

However, on certain occasions, Sanctuary will be the main selling agent and we may wish to select a supplier or suppliers to provide a non-exclusive service of introductions and referrals.

A full-Service Specification describing the requirement for both levels of service is set out in Document 6 – The Service Specification.

**Who should apply for the DPS?**

The size and location of our development sites will vary greatly from small sites to large sites, from rural to city centre. The service we require at each site may also vary as described above and in the Service Specification.

Therefore, we expect the suppliers on the DPS to vary, from smaller agencies able to provide a service in a single geographical location, to larger, national agencies able to provide services across a number of our sites.

When you apply for the DPS you will need to select which counties you can provide a service in so that we know which opportunities you may be interested in.

A list of the development sites where we expect to be looking for sales support services is set out in Document 4 – Programme of Opportunities.

**How long will the DPS be in place?**

We have a 10-year business plan for developing new homes, so we are putting the DPS in place for 10 years, although we will have the option to terminate it earlier if it is no longer required.

**How will the DPS work?**

The DPS comprises a 2-stage process:

Stage 1 – access to the DPS.

All potential suppliers will need to complete a very straightforward Standard Selection Questionnaire (SSQ). This assesses whether suppliers have the ability to provide an estate agency service and whether there is any reason why Sanctuary would not be able to enter a contract with them.

At this stage, a contract will also be issued that allows potential suppliers to see the terms and conditions that will apply if they are awarded a place on the DPS and if they are selected to provide services under the DPS.

When we receive your completed SSQ we will review this and, if it is acceptable and we are able to offer you a place on the DPS, we will ask you to sign and return a copy of the DPS contract.

Once we have received your signed DPS contract you will be eligible to tender for call-off contracts to provide services at our development sites.

The DPS is being divided into two lots, which are:

* Lot 1: England
* Lot 2: Scotland

You may apply for either or both lots. The reason we have divided the DPS into lots in this way is simply to allow us to have a slightly different contract in England and in Scotland in case this is necessary to reflect differences in English and Scottish law.

When you apply to be on the DPS we will also ask you to indicate which areas of the country you can provide a service in on a county-by-county basis.

Stage 2 – call-offs from the DPS

As a development site moves towards completion, we will contact all suppliers on the DPS who have indicated their ability to provide a service in that county and invite them to express an interest in providing a service.

If we are looking for a full sales service and more than three Suppliers express an interest in bidding they may be asked to respond to a shortlisting brief that is designed to identify those most capable of tendering. This may ask for brief details of their availability and capacity to undertake the project, their local resources and their experience with the sale products being developed.

Shortlisting brief responses will be evaluated to select three Suppliers who will be

invited to a mini-tender stage. In the event that three (or fewer) suppliers express an interest in bidding there will be no shortlisting brief and all interested suppliers will be invited to tender.

All suppliers who are invited to tender will receive a project specific Invitation to Tender (ITT) which will be broadly in the form shown in Document 5 - Invitation to Tender Template for a Call-Off Contract

Once written tenders are received, up to three suppliers will be invited to present their proposals to us for the development site. The supplier who offers the best value for money, measured on both quality of service and price per sale, will be selected to provide the service at the site.

Further details of how tenders will be evaluated are included in Document 5 - Invitation to Tender Template for a Call-Off Contract.

The successful supplier will then enter into a project-specific agreement, based on the contract terms and conditions that the supplier reviewed and accepted on joining the DPS.

For sites where we may wish to receive an introduction and referral service only, mini-tenders will not be required as this will not be an exclusive arrangement. This will be done by direct call-off from the DPS, with the level of the fee per successful introduction being agreed between the parties.

## Timescales

The DPS is open already, but Sanctuary want to make sure that we always have the right quantity and quality of suppliers on the DPS. Suppliers are therefore able to complete the SSQ and apply to be on the DPS at any time during its operation.

When suppliers have submitted a SSQ and agreed to the terms of the agreement, acceptance onto the DPS, (or rejection with an explanation) will take place within two weeks.

The list of the likely timescales for call-off contracts in Document 4 – Programme of Opportunities, will be updated at regular intervals

**How to Apply for the DPS**

The DPS will be run entirely through Sanctuary’s ProContract e-tendering portal. On-line help guides and a technical support line can be accessed via the portal.

For any issues in relation to management of the DPS and the process for tender call-offs, suppliers should contact Sanctuary through the notification section of the portal.

**Contract Terms**

There are two contracts related to the DPS. There is an overall agreement for services provided under the DPS which suppliers must sign when first joining the DPS. This is a based on Sanctuary’s standard terms and conditions for suppliers of all services.

There will also be a separate agreement for services called off under the DPS. This will contain site specific details and service performance standards.

**Full List of Documents related to the DPS**

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| --- | --- | --- |
| **No.** | **Name** | **Purpose** |
| 1 | Overview (this document) | This provides an overview of the whole DPS Process |
| 2 | Standard Selection Questionnaire | This is the document suppliers need to complete to become accredited onto the DPS. Suppliers will actually complete it in the form of an online questionnaire via the procontract portal. |
| 3 | DPS Agreement | This is the overall DPS contract that contains Sanctuary’s standard terms and conditions for suppliers. Suppliers will need to agree to this to be accepted onto the DPS.  It also includes, as a schedule, the terms and conditions that will apply to each call-off contract. |
| 4 | Programme of Opportunities | This tells suppliers what upcoming opportunities Sanctuary is likely to tender through the DPS. |
| 5 | ITT Template for a Call-off Contract | This is the document that will be sent to suppliers when they are invited to tender for a call-off contract. This is a draft version that will be adapted to be suitable for each individual opportunity. |
| 6 | Specification of Services | This is the broad list of services that Sanctuary consider to be part of the estate agency service. |

General FAQs

**Does it matter if I can only provide service in part of a county?**

No. We will provide details of all opportunities in a county to all suppliers who are on the DPS and have indicated that they can supply services in that county but you do not need to apply for all opportunities. You will not be penalised for not applying for any or every opportunity.

**What if I open new branches in the future and wish to provide services in additional areas?**

You can let us know this at any time and we will update your details so that you are notified of all opportunities in all the areas where you can provide a service.

**10 years is a long time for a contract to last – won’t things change a lot over that time?**

The reason we are using a DPS is because it is flexible and can be changed when necessary. We may update the contract terms and some of the other documents as things change over the course of the contract but this won’t affect the way the DPS operates. All suppliers will be notified if we wish to change the terms and conditions and will be given the opportunity to comment on any proposed changes.