

**Expression of Interest**

**Contract Reference**

**TCCS4821**

**Contract Title**

**Temporary Accommodation**

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**The Expression of Interest Documents can be made available in other formats. For further information please submit your request through the messaging facility on the Supplying the South West e-Tendering Portal**

## **A Introduction**

### **A.1 Intent**

We are seeking expressions of interest from interested Suppliers capable of meeting the Council's needs for a temporary accommodation service, details of which can be found at Section C of this document.

### **A.2 Expression of Interest Process**

This Expression of Interest event is being undertaken through the Council's e-tendering portal ProContract ([www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)). Details on how to register on ProContract can be found in Appendix A ProContract User Guide.

Interested Suppliers are required to complete and return Appendix B Expression of Interest either through the messaging facility on the ProContract e-tendering portal or by emailing your response document to [procurement.team@torbay.gov.uk](mailto:procurement.team@torbay.gov.uk)

Expression of Interest forms must be returned by 12pm on Friday 10<sup>th</sup> September 2021.

## **B Background**

Torbay Council recognises the vital role that housing plays in helping residents achieve and maintain the life they want to lead. It also recognises that there are times when crisis situations happen, for various reasons, which can lead to residents being without a home. At this time the Council may have a duty to provide support to help people get back into a stable home.

Since the previous contract for Temporary Accommodation ended, we have been operating a spot purchasing arrangement for the provision of Temporary Accommodation. Torbay Council is planning to tender a new contract(s) for its Temporary Accommodation Service for single people, couples and families who are being provided with temporary accommodation, as a statutory duty, whilst the Local Authority concludes its enquiries into their homelessness.

As a precursor to the issue of tender documentation the Council would like to consult with organisations, businesses and private landlords on the proposed scope of the contract and specification. Consequently, we have produced this short consultation document and would welcome input into this process from interested parties.

Views of perspective tenderers are very important to us, will be taken into consideration and may have a direct bearing on the final documentation.

We are keen to hear from potential providers who may be able to provide the accommodation elements only of this service or both the accommodation and building management elements.

## C Temporary Accommodation Service

The Housing Options Team requires a service that will enable them to access and place individuals, couples, and families in suitable and safe temporary accommodation whilst they conduct enquiries into their homelessness application.

We are keen to work with providers in a true partnership approach and as part of this include the following partnership commitments:

- You will be provided with a named contact with direct dial landline and mobile number and emails – this will include the direct number of a senior officer should you require it.
- We will pay you on time.
- We will provide direct support to residents in Temporary Accommodation to ensure they are prepared for the placements and the expectations you have of them.
- We will help when placements are in difficulties.
- You will have access to immediate support to remove placements when they are not going well.
- Whilst not a common occurrence when it happens, we will work with you to fix unexpected damages if they occur.

It is anticipated that the contract will last for an initial term of two years with an option to extend for a further two years.

To meet the needs of the local population we will be looking to procure a range of different types of accommodation including units for single people (shared & self-contained) and family-based accommodation (2,3,4 & 5 Bed).

There is no requirement for a single Provider to provide all the accommodation and the Authority will be seeking bids from a range of Providers, including those who may only have a small number of units available (including single units).

We are also looking for providers who may be able to offer adapted accommodation and accommodation for clients who may present with additional needs or risks (For example, criminal convictions, mental health problems, substance misuse issues).

We currently propose splitting the procurement into the following Lots:

<b>Lot 1 – Single Person Accommodation</b>	No. Units
Single Bed Shared	36
Single Bed Self Contained	
Single Bed Self Contained (Adapted)	2
Single Bed Self Contained (Increased risk/need)	2
<b>Lot 2 – Family Accommodation</b>	
2 Bed	22
3 Bed	4
4 Bed	10
5 Bed	1
<b>Lot 3 Spot Purchase Framework</b>	
Spot Purchase Framework (inc. emergency ooh's accommodation)	N/A

The aim is to have a range of accommodation units in place that will provide the flexibility required to meet the diverse needs of our customers.

We are currently considering two options for our procurement (for all Lots):

- **Option 1** – Provider delivers Accommodation Requirements Only
- **Option 2** – Provider delivers Accommodation, Property Management and Service Requirements

We are interested in hearing feedback from providers who can meet the requirements of either of these options (the details of each element are more fully explained below).

We are also interested in hearing from Providers who may wish to join a framework for spot purchasing of accommodation (for either or both options outlined above).

### C.1 **Accommodation requirements:**

C.1.1 Each unit of accommodation must have as a minimum:

- A good standard of decoration.
- Modern functional curtains and clean carpets.
- Heating and ventilation.
- Bed(s).
- Suitable storage for clothing such as wardrobe and chest of drawers.
- Utilities – including water, Gas/Electric and Wi-Fi.
- Lighting; and
- An excellent level of cleanliness and hygiene.

C.1.2 All family-based accommodation will need to include access to cooking and laundry facilities.

- C.1.3 If the property is a House of Multiple Occupation (HMO) then the Provider must ensure all properties are appropriately licensed.
- C.1.4 The Provider must ensure all properties meet the requirements of the Housing Act 2004.
- C.1.5 The Provider must not let any accommodation purchased by the Authority.
- C.1.6 The Provider must ensure insurance is in place to cover against all risks, including accidental loss of keys and damage to the property.
- C.1.7 The Provider must not make any changes to the physical layout or extensions to the property without the prior agreement of Torbay Council.
- C.1.8 The Provider must, whenever possible, be open to accommodating pets. This is to be in agreement with the Housing Options Service on a case-by-case basis.
- C.1.9 Should a unit of accommodation be out of use for any reason, such as repair, the accommodation must be made available as soon as possible to keep void time to a minimum.

## **C.2 Property Management & Service Requirements**

- C.2.1 The property management element of the service will include:
- Providing household items essential for daily living (e.g., bedding, cutlery & crockery, cleaning utensils)
  - Preparing the property for occupation, including cleaning the premises and re-stocking essential items
  - Regular property inspections and inventory checks
  - Carrying out minor repairs
- C.2.2 Accommodation must be cleaned once per week or sooner if a new client takes possession of the accommodation (changeover of households).
- C.2.3 The Provider must ensure clients are aware of when they need to access accommodation for cleaning purposes.
- C.2.4 Clean laundry must be provided as a minimum once per week or sooner if a new client takes possession of the accommodation.
- C.2.5 The Provider must make arrangements to assist parents of newborn children such as the provision of bottle warmers, access to cold storage twenty-four (24) hours per day, highchairs etc.
- C.2.6 To keep voids to an absolute minimum full changeover of properties in preparation for new households needs to be undertaken within 24 hours of the previous occupant's departure.

C.2.7 The provider must make regular checks on the property and notify the Housing Options team as soon as they are aware that property is not being stayed in on a nightly basis.

C.2.8 The Provider is required to inform the Authority when a client vacates the accommodation, within twenty-four hours of the client vacating.

C.2.9 If the accommodation is vacated by a client and possessions remain in the accommodation after vacation, the Provider is required to remove the possessions and place them into secure storage for a period of up to 28 days.

### C.3 Placement process

C.3.1 The Housing Options Service will notify the provider of new placements. The Housing Options Team will make the decision on where to place a household based on the household circumstances and current available accommodation.

C.3.2 To run an effective service, the Housing Options Service will require immediate access to the accommodation (unless the accommodation is full to capacity).

## D Procurement Process

Any future procurement process will be undertaken through the Council's e-tendering portal ProContract ([www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)). Details on how to register on ProContract can be found in Appendix A ProContract User Guide.

### D.1 Proposed Timescale

Invitations to tender issued	6 <sup>th</sup> December 2021
Tender Return Deadline	14 <sup>th</sup> January 2022
Evaluation of tenders completed	18 <sup>th</sup> February 2022
Standstill Period	7 <sup>th</sup> March – 18 <sup>th</sup> March 2022
Contract awarded	21 <sup>st</sup> March 2022
Contract commencement	1 <sup>st</sup> April 2022