

TORBAY COUNCIL

Part 1 Information

Framework Reference

TCCS6821

Framework Title

Provision of Temporary Accommodation

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The Tender 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 Availability of the Tender Documents

In order to give potential Applicants unrestricted, full, direct and free of charge access to the Tender Documents (*the Documents*) Torbay Council is providing the Documents in PDF format in the Opportunities Area of the Supplying the South West e-Tendering portal (*ProContract*).

In order to access amendable versions of the Documents and to submit a response Applicants must be registered on ProContract. Applicants should then register an interest to access the opportunity, download the Documents for completion and submit a response.

For details on how to register, access an opportunity and submit a response refer to Appendix A ProContract User Guide.

B Procurement Information

B1 Background Information

The Council is required to provide temporary accommodation to homeless households in accordance with its statutory obligations set out in the Housing Act. The need for temporary accommodation has increased significantly over recent years and we require a varied portfolio of properties that are available at short notice in order meet our duties to homeless households.

We have been operating on a spot purchasing model for the provision of our Temporary accommodation (TA) for the past several years. We are keen to procure a wide range of units of accommodation for the next four years to meet the needs of both single people and families that require temporary accommodation. We believe that longer term contracting for the provision of accommodation will be beneficial to both the market (in terms of security of income and demand) and those we support (by increasing the security of the temporary accommodation they require).

The Council aspires to support our clients to recover from homelessness and this requires much more than a bed to sleep in. Recovery is best achieved in accommodation that promotes independent living and where possible allows access to cooking and laundry facilities and where households can continue to feel part of a community.

There has been an increasing trend in the demand for Temporary Accommodation in Torbay. A broad analysis of households seeking assistance between 2017 and 2020 and those accommodated in temporary accommodation has been undertaken. The year 2020-2021 has been an unusual year due to the pandemic, with changing patterns of need and demand.

The Council had an influx of single homeless people between March and June 2020 (Figure 1). This was due to central government policy of Everyone In. This was also accompanied with a drop in family sized applications, due partly to the suspension on evictions and other policies put in place, to manage the pandemic. As a result, future demand for temporary accommodation in Torbay has not been predicted on 2020 data alone, due to the high level of uncertainty.

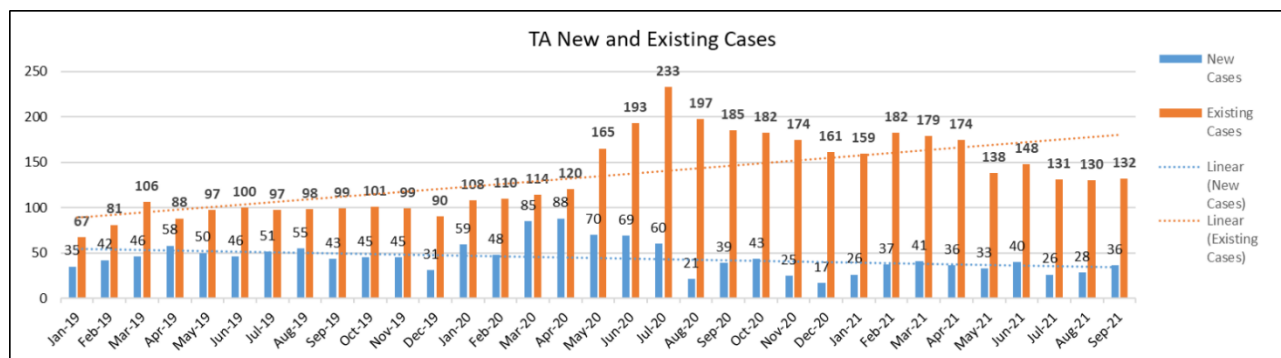


Figure 1: New & Existing Temporary Accommodation placements from August 2017 – September 2021

Predictions have been undertaken on the future demand of temporary accommodation. The number of cases presenting as homeless is relatively consistent over the year, with limited seasonal fluctuation. As such this assumption has been used to estimate the number of units required at any one time, based on the average length of stay (Table 1). We know that households are better able to lead successful and healthy lives if they have secure long-term accommodation. The projected number of units we will require builds in our aspiration to reduce the average length of stay in temporary accommodation by 50%.

Bedroom Need	Total demand 2019	Estimated number units based on average length stay 2019	Total Demand 2020	Estimated number units based on average length stay 2020	Projected Number units (Reduction 50% average length of time in TA)
1	316	79	483	136	40 (47 days)
2	151	43	110	34	22 (53 days)
3	17	7	3	1	4 (75 days)
4	60	19	24	9	10 (60 days)
5 +	3	1	4	1	1 (30 days)
Total		149		181	80

Table 1: Estimated number of units of accommodation required by size

For Information

The provision of Temporary Accommodation is only one part of the strategic and operational plans being put in place to reduce Homelessness in Torbay (this includes our desire to reduce the length of stay in Temporary Accommodation by 50%). We are working on a model of delivery that shifts the emphasis from emergency response to one of prevention and accommodation support (see Figure 2 below).



Figure 2: Representing the change in emphasis from emergency response to one of support and prevention.

As well as the provision of temporary accommodation the Council is providing services and support that will focus on both preventing homelessness and supporting households in their accommodation (both temporary and long term). Some of those support measures directly relate to those in temporary accommodation and include:

- Resettlement workers – these workers work with households in temporary accommodation to ensure they have registered on Devon Home Choice, carry out searches and arrange viewings for private rented properties, undertake income maximisation and ensure households support needs are fully identified and met.
- A pilot project to provide support to assist clients with complex needs in maintaining their temporary accommodation to reduce demands on the wider system and assist with managing risk to increase accessibility to long term accommodation options.

Other system wide work includes a new Partnership Officer to focus on preventing homelessness, a dedicated Children's Services housing officer, Specialised Independent Domestic Abuse Advocates and increased resources within the Housing Options Team. As well as the resettlement workers who support those in temporary accommodation in making applications to Devon Home Choice, we also have a dedicated Private Rented Sector Accommodation Officer who is focused on seeking move on accommodation for homeless households in the private rented sector and building relationships with Providers.

We know that preventing and reducing homelessness in Torbay requires a wide partnership response. We are keen to develop long term relationships with the providers of our Temporary Accommodation services. We are committed to providing providers with named contacts, regular review meetings and in developing forums for all providers and partners to come together.

B2 Core Requirements

Applicants must be able to demonstrate they will meet any Core Requirements set out in Part 2 Specification for the whole term of this Framework Agreement.

B3 Framework and Call-Off Contract Periods

It is anticipated that the Framework will commence on 23 May 2022 or at date to be agreed for a period of four years or until the end of the allocated budget, subject to termination clauses within Terms and Conditions of Contract and as provided for in 72 *Modification of contracts during their term* of the Public Contracts Regulations 2015.

Call-off Contracts may only be in place for a maximum period of four years and any Call-Off Contract may extend beyond the life of the Framework, dependent on when it is put in place.

B4 Contracting Arrangements

The Authority is not purchasing on behalf of other contracting authorities.

B5 Framework Structure

B5.1 Lots

- a) **Lot 1 – Accommodation & Housing Management:** The purpose of the services provided as part of this Lot are to supply good quality furnished temporary accommodation and housing management services to a range of households in housing need on behalf of the Council. This will include Homeless Single people, Couples, Families, and Care Leavers.

This could also include hotel rooms that would be used in exceptional circumstance. Hotels/ B&B provision would not usually be used for young people under the age of 18. Families would only be accommodated in exceptional circumstances.

- b) **Lot 2 – Accommodation Only:** The purposes of services provided as part of this lot are to enable the Local Authority to lease accommodation (preferably furnished but unfurnished considered) in which they will place Homeless Single people, Couples, Families, Care Leavers. The Council will be responsible for the Housing Management of these properties.

B5.2 Tiers

The Framework will comprise a combination of Applicants from Lot 1 and Lot 2 split into two tiers as follows:

- a) **Tier 1:** This tier will include those Applicants who have scored highly enough to be awarded a Call-Off Contract.

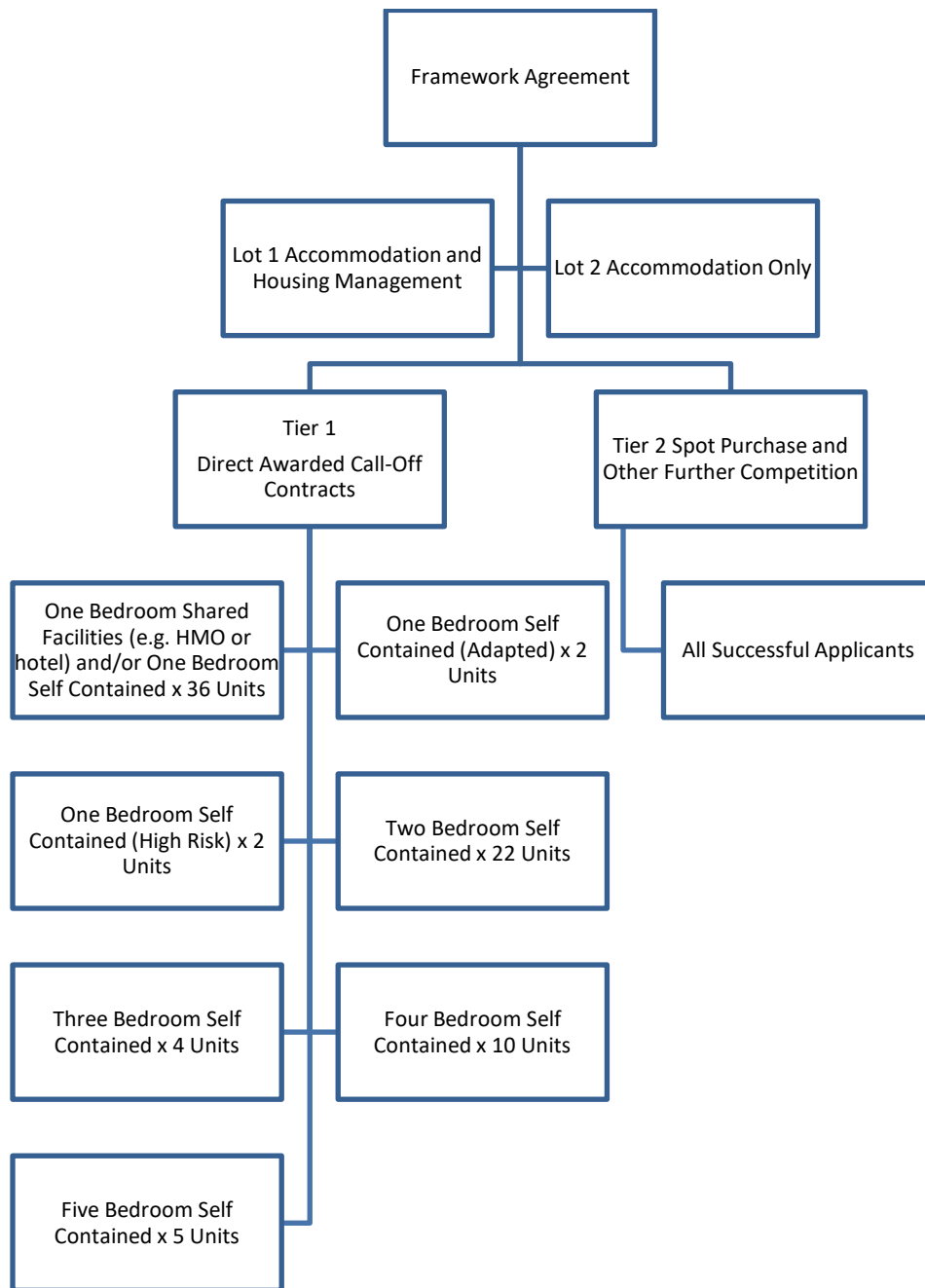
Places will be awarded in relation to specific Units of accommodation, this may result in some Applicants having more than one place on Tier 1.

- b) **Tier 2:** The purpose of this tier is to enable the Council to have access to a range of providers, providing accommodation only, through which we can spot purchase additional units of accommodation to meet temporary increases in demand.

The Council recognises that, where a Tier 1 Contract has not been put in place the accommodation units proposed by Applicants may not remain available to meet spot purchasing / further competition requirements. In view of this Tier 2 will set up on a Provider basis, rather than in respect of specific units of accommodation, enabling Providers to propose alternative accommodation units. Applicants who are not awarded a Tier 1 place for any of their proposed Units and who meet the mandatory and minimum requirements and all Tier 1 Providers will automatically be awarded a single place on Tier 2.

For Information

The Framework Structure is shown in the chart below:



Applicants may submit Tenders for more than one Lot and there is no limit to the number of Lots that can be applied for. Applicants may also submit Tenders for a Tier 2 place only.

See section B7 and the Framework Agreement for information on the award of Call-Off Contracts.

B6 Framework Agreement, Call-off Contracts and Lease Agreement

All successful Applicants will be required to sign the Framework Agreement. When a contract is awarded to a Lot 1 Provider a Call-Off Contract, as provided in Appendix G, will be put in place. For Lot 2 Providers the Lease Agreement at Appendix H will be put in place.

B7 Framework Call-Off Procedures

The call offs made from this Framework will be undertaken using the following methods, which apply to both Lot 1 and Lot 2:

C2.1 Direct Award (Tier 1 Only)

This Framework will be used to award Call-Off Contracts / Lease Agreements to Tier 1 Providers the following way:

- a) Prior to the date identified by the Applicant on which the proposed Unit will become available the Council will undertake an inspection to ensure the Unit is as described in the Applicant's submission and that it is capable of being used for the purposes set out in this tender.
- b) Where the proposed Unit meets the requirements a Call-Off Contract will be awarded in respect of that Unit.
- c) Where the proposed unit is deemed by the Council not to meet requirements a Call-Off Contract / Lease Agreement will not be awarded.
- d) In the case of non-award the Council reserves the right to allow the Provider additional time to ensure the proposed Unit meets the requirements. Where this cannot be achieved within a reasonable timescale the Council reserves the right to remove the proposed Unit from Tier 1 and to promote the next highest scoring Unit of the same capacity to Tier 1 in its place.

C2.2 Further Competition (Tier 2 Only)

This Framework provides for the option for using Further Competition in the following ways:

- a) In order to put short term spot purchasing arrangements in place the Council will undertake a further competition inviting all Tier 2 providers to participate.
- b) In order to put additional long-term contracts in place the Council will undertake a further competition inviting all Tier 2 providers to participate. Any providers and units who are awarded a block contract will be promoted to Tier 1.

The further competition process is as set out in the Framework Agreement.

B8 Framework Pricing

The price will be reviewed using the following mechanism:

The pricing put forward must be firm and fixed for the first two years of the Call-Off Contract / Lease Agreement. Pricing will then be reviewed annually using the Consumer Price Inflation (CPI) index.

Any price variations will not take effect until they have been mutually agreed by both parties in accordance with the Change Control Procedure at Schedule 12 of the Framework Agreement.

B9 Variant Bids

Torbay Council will not consider variant bids.

B10 Procurement Timetable

Torbay Council proposes the following timetable for the award of the Framework:

Procurement Stage	Dates
Sent Call for Competition and Stage One Tender Documents Published	Monday 17 January 2022
Tender Launch Event	Tuesday 25 January 2022
Clarification Question Submission Deadline	Friday 11 February 2022 12:00 Midnight
Clarification Responses Deadline	Friday 18 February 2022 12:00 Midnight
Tender Submission Date & Time	Friday 25 February 2022 12:00 Noon
Tender Evaluation Period	Monday 28 February to Friday 22 April 2022
Framework Award Notification	Monday 25 April 2022
Standstill Period	Tuesday 26 April to Friday 06 May 2022
Lead in Time / Mobilisation Phase	Monday 09 May to Friday 20 May 2022
Framework Start	Monday 23 May 2022
Accommodation Unit Inspections Commence	Monday 23 May 2022

Torbay Council reserves the right to change the above timetable and Applicants will be notified accordingly if there is a change.

B11 Authority Representatives

Applicants are advised that Torbay Council Representatives will only respond to queries or questions in relation to this Tender opportunity through ProContract and are unable to respond to any questions raised verbally or by email.

Authority Authorised Representative:

Lianne Hancock, Housing Options Manager

Procurement Representative:

Adam Harmer, Senior Procurement Officer

For Information

B12 Accommodation Unit Inspections

Accommodation unit inspections will be undertaken during the call-off phase in respect of both direct awards and further competitions.

C Procurement Process

C1 Procurement Procedure

Torbay Council is inviting expressions of interest and Bids from Applicants in response to the Notice published on Find a Tender (FTS) under the identification number 2022/S 000-001333 17/01/2022. This Procurement is being undertaken in accordance with the Regulations 74, 75 and 76 of the Public Contracts Regulations 2015 (SI 2015/102) relating to the award of contracts for Social and Other Specific Services, the tender process will broadly follow the Open Procedure as outlined within the Public Contracts Regulations 2015 (SI 2015/102).

C2 Stage One Selection

C2.1 Torbay Council may take account of any prior knowledge it has of the Applicant, its practice, reputation or its involvement in existing services, projects or procurements to the extent that such knowledge indicates that information contained in the Applicant's SQ submission is false, misleading or inaccurate.

C2.2 Selection

Torbay Council will use this stage of the process to test Applicants' previous experience, existing capacity, compliance with relevant legislation and their ability to demonstrate that there are no formal grounds for exclusion.

The SQ, which can be found in Part 4 Selection Questionnaire, will be assessed to ascertain that its minimum pass/fail requirements have been met. The Applicant's response will be evaluated in accordance with the scoring methodology set out in section C4 below.

Applicants will need to satisfy the requirements of Stage One in order for their Stage Two response to be evaluated.

Please Note: Applicants are required to submit responses to:

- Part 3 Certificates and Declarations,
- Part 4 Selection Questionnaire,
- Part 5 Mandatory Criteria,
- Part 6 Award Questionnaire,
- Part 7 Pricing, and
- Part 8 Social Value Award.

Torbay Council will then assess Part 4 Selection Questionnaire responses to ascertain that its minimum pass/fail requirements have been met. The pass/fail criteria are set out in C2.5 below.

C2.3 SQ Part 1 and 2 Declaration

Where Applicants rely on other organisations to meet any of the selection criteria, they must submit a completed SQ Part 1 and 2 Declaration for each of those organisations. This includes parent companies, affiliates, associates, or essential sub-contractors. SQ

For Information

Part 1 and Part 2 Declarations will be assessed in accordance with the selection criteria set out in C2.5 below.

C2.4 European Single Procurement Document (ESPD)

In accordance with Regulation 59 of the UK Public Contract Regulations 2015 and EU Implementing Regulation 2016/7 Applicants may submit an XML version of the ESPD in place of Parts 1 and 2 of Part 4 Selection Questionnaire but must complete and submit Part 3 of Part 4 Selection Questionnaire.

For Information

C2.5 Selection Criteria

Applicants are advised to ensure they have read and fully understand the criteria below, which will be used in the evaluation process:

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
Part 4 Selection Questionnaire		Pass		Pass
Part 1 Potential Provider Information, comprising:	Torbay Council may exclude any Applicant who fails part or all of this section.			
Section 1 Potential Provider Information	This will be assessed on the basis of pass or fail. In order for the response to be considered a pass it must be fully completed by the Applicant and the Applicant must demonstrate that they meet the requirements of this section.		Pass	Pass
Section 1 Bidding Model	This section will be assessed on the basis of pass or fail. The Applicant must demonstrate that the Bidding Model proposed meets the requirements of the tender to pass.		Pass	Pass
Section 1 Contact Details and Declaration	This section will be assessed on the basis of pass or fail. The Applicant must fully complete this section.		Pass	Pass
Part 2 Exclusion Grounds:	Torbay Council may exclude any Applicant who fails this section.			
Section 2 Grounds for Mandatory Exclusion	This will be assessed on the basis of pass or fail. Torbay Council may exclude any Applicant who answers 'Yes' in any of the situations set out in this section. Torbay Council reserves the right to use its discretion to exclude a potential Provider where it can demonstrate by any appropriate means that the potential Provider is in breach of its obligations relating to the non-payment of taxes or social security contributions.		Pass	Pass

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
	The decision to exclude an Applicant in relation to the Exclusion Grounds will be subject to evidence of self-cleaning being provided by the Applicant demonstrating its reliability despite the existence of a relevant exclusion ground and Torbay Council considering such evidence to be sufficient.			
Section 3 Grounds for Discretionary Exclusion	<p>This will be assessed on the basis of pass or fail. Torbay Council may exclude any Applicant who answers 'Yes' in any of the following situations set out in this section.</p> <p>The decision to exclude an Applicant in relation to the Exclusion Grounds will be subject to evidence of self-cleaning being provided by the Applicant demonstrating its reliability despite the existence of a relevant exclusion ground and Torbay Council considering such evidence to be sufficient.</p>		Pass	Pass
Part 3 Selection Questions	Torbay Council may exclude any Applicant who fails part or all of this section.			
Section 4 Economic and Financial Standing	<p>This will be assessed on the basis of pass or fail. The Applicant must demonstrate that they meet the requirements of this section in order to pass it in its entirety.</p> <p>Assessment of Suitable Financial Standing</p> <p>Question 4.1 – where the Applicant has indicated that they will provide the requested documentation i.e. they have answered 'Yes', to one or more of the options listed, the response will be deemed a pass. Where the Applicant has responded 'No', the response will be deemed a fail. To prevent delays to the due diligence process any Applicant may be asked, at any point during the evaluation period, to submit the supporting financial information indicated at section 4.1 of Part 4 Selection</p>		Pass	Pass

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
	<p>Questionnaire. Where information is requested it will only be assessed in respect of the successful Applicant(s).</p> <p>Question 4.2(a) – the Applicant is required to provide their annual turnover for the previous 2 financial years. A ‘Yes’ response will be considered to be a pass and a ‘No’ response a fail, subject to the overall assessment of section 4 as detailed below.</p> <p>Overall Assessment of Section 4</p> <p>Where an Applicant has failed question 4.1 and/or question 4.2(a) Torbay Council will consider the information provided at 4.2(b) before determining whether the Applicant has failed this section in its entirety. Where the Applicant has provided sufficient information or assurance at 4.2(b) they will pass this section. Where an Applicant fails this section further checks will be undertaken by the Council’s Finance Team to establish whether the Applicant meets the financial standing requirements</p> <p>Due Diligence Selection</p> <p>The Council will carry out a credit check on all Applicants, using Dun and Bradstreet’s Credit Reporter system. At this stage the information will only be used to ascertain whether further financial information will be required from the Applicant to enable a broad financial appraisal to be undertaken in the event the Applicant is deemed to be the winning Applicant.</p>			

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
	<p>Award</p> <p>Where the requirement for a broad financial appraisal is established through the evaluation of the Selection Questionnaire the Council will undertake an assessment of the circumstances of the Contract and the Applicant to determine financial capacity, health and dependency. This appraisal will be used to inform an assessment of risk. In making this assessment, Torbay Council will appraise a range of financial information applying a broad commercial perspective, including an appraisal of the financial statements submitted by the Applicant and an appraisal of other relevant sources of financial information, including but not limited to Dun and Bradstreet's Credit Reporter system. Torbay Council will use the outcomes of this appraisal to determine the Applicant's financial standing and in its opinion the level of risk to Torbay Council and as such whether a guarantor will be required. Where the appraisal indicates to Torbay Council that the Applicant is a clearly unrealistic bidder with inadequate resources and without, in its opinion, adequate financial support guarantees, Torbay Council reserves the right to reject the Applicant's bid.</p>			
<p>Section 5 Further Details in Relation to Applicants who are Part of a Wider Group</p>	<p>This section is for information purposes and will not be assessed, other than for checking that it has been completed where applicable.</p>		<p>N/A</p>	<p>N/A</p>
<p>Section 6 Technical and Professional Ability – Relevant</p>	<p>This section is for information purposes and will not be assessed, other than for checking that it has been completed where applicable.</p>		<p>N/A</p>	<p>N/A</p>

For Information

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
Experience and Contract Examples				
Section 7 Requirements under the Modern Slavery Act 2015	This section will be assessed on the basis of pass or fail. The Applicant must demonstrate they meet the requirements, if applicable. The successful Applicant may be required to provide further evidence of compliance as part of the due diligence process.		Pass	Pass
Section 8.1 Insurance	This section will be assessed on the basis of pass or fail. The Applicant must demonstrate they meet all the requirements. The Applicant must demonstrate they have / will have the relevant insurances in place or are able to explain the levels of insurance they do / will have in place. If the Levels suggested by the Applicant are evaluated as being not proportionate to the level of risk, then Torbay Council may exclude the Applicant.		Pass	Pass
Section 8.2 Project Specific Questions to Assess Technical and Professional Ability – Mandatory Pass / Fail Requirements	This section will be assessed on the basis of pass or fail. The Applicant must demonstrate they meet all the requirements. The successful Applicant may be required to provide any documentation necessary to evidence their technical and professional ability to deliver the Contract as part of the due diligence process.		Pass	Pass

C3 Stage Two Award

C3.1 Award Evaluation

Torbay Council will only undertake an evaluation of Most Economically Advantageous Tender (MEAT) criteria of those Applicants who have satisfied the requirements of Stage One Selection and meet any mandatory and discretionary Pass / Fail requirements for Stage Two.

The Award criteria have been designed to assess the MEAT, taking into account a combination of Quality, Availability, Social Value and Price. The top scoring Applicants in respect of each accommodation unit type up to the maximum number set out in the table below, will be considered to have been successful in respect of Tier 1 and all Applicants will be considered to have been successful in respect of Tier 2.

Tier 1 Unit Award

Accommodation Unit Type	Number of Units being Awarded
One Bedroom Shared facilities (e. g HMO or hotel) and One Bedroom Self Contained	36
One Bedroom Self Contained (Adapted)	2
One Bedroom Self Contained (High Risk)	2
Two Bedroom Self Contained	22
Three Bedroom Self Contained	4
Four Bedroom Self Contained	10
Five Bedroom Self Contained	5

For Information

The Applicant's response will be evaluated in accordance with the scoring methodology set out in section C4 below.

Please Note: All percentage scores will be calculated to two decimal places. Where the scoring for two or more Tender submissions is tied, the top scoring Applicant will be the Applicant who has achieved the higher score on a combination of Pricing and Availability.

Applicants are advised to ensure they have read and fully understand the criteria below, which will be used in the evaluation process:

Stage Two Award	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
Mandatory Criteria				
Mandatory Pass / Fail Requirements – Applicable to Lot 1 and Lot 2	<p>This/These criteria will be assessed on the basis of pass or fail in accordance with the scoring methodology at section C4.1 below.</p> <p>Torbay Council will exclude any Applicant who fails one or more of the requirements within this section.</p>	Pass		Pass
Discretionary Pass / Fail Requirements – Applicable to Lot 1 Only	<p>This/These criteria will be assessed on the basis of pass or fail in accordance with the scoring methodology at section C4.1 below.</p> <p>Torbay Council may exclude any Applicant who fails one or more requirements within this section.</p> <p>In the case of any scored questions – a score of three or above (using the zero to five scoring) will be a pass and a score of two or below will be a fail.</p>	Pass		Pass

For Information

Stage Two Award	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
Total Score Available (MEAT)		100%		
Quality		35.00%		
Award Questionnaire	<p><u>Method Statement 1</u> This criteria will be assessed on the zero to five scoring basis, in accordance with the scoring methodology at section C4.2 below.</p>		35.00%	
Unit Availability Criteria		15.00%		
Availability of Proposed Units of Accommodation	<p>This criteria will be evaluated in accordance with the scoring methodology at section C4.3 below. Applicants are required to provide this information within the Part 7 Pricing response document.</p>		15.00%	
Social Value Criteria		10.00%		
Qualitative Criteria	<p>Torbay Council will assess using the social value zero to five scoring basis in accordance with the scoring methodology set out in section C4.4 below.</p>		7.00%	
Quantitative Criteria	<p>These criteria will be assessed on the comparative scoring basis using the total score for the social value indicators selected by the Applicant and in accordance with the scoring methodology set out in section C4.5 below.</p>		3.00%	

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Stage Two Award	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
Pricing Criteria		40.00%		
Pricing Schedule	<p>This/These criteria will be assessed on a comparative scoring basis, in accordance with the scoring methodology set out in section C4.5 below.</p> <p>To ensure a fair comparison between Lot 1 and Lot 2 pricing the following fixed costs to cover Council overheads will be added to the prices provided by Applicants bidding for Lot 2:</p> <ul style="list-style-type: none"> a) £60.00 per household per week for self-contained units (regardless of size); and b) £30.00 per household per week for HMOs. 		40.00%	

C3.2 Awarding Tier 1 and Tier 2 Places

All Applicants' responses will be evaluated in accordance with the scoring methodology set out in section C4 below. The scores for each unit of accommodation will then be ranked with the highest scoring Applicants being awarded places on Tier 1 until the maximum number of units has been achieved for that accommodation unit type. All other Applicants who meet the mandatory criteria will be awarded a place on Tier 2.

Scoring Example

This example is based on a Bedroom Need of Three Bedrooms (Self Contained) and a total demand of Four Units (see table 1 of section B1 above)

Applicant	Lot	Unit of Accommodation	Total Score	Ranking	Tiers Awarded
Applicant A	Lot 1	Applicant A Unit 1 e.g. 73 East Street	80.00%	1 st	Tier 1 and Tier 2
Applicant A	Lot 1	Applicant A Unit 2 e.g. 212 North Road	78.00%	2 nd	Tier 1 and Tier 2
Applicant B	Lot 1	Applicant B Unit 1 e.g. 17a High Street	52.00%	6 th	Tier 2 only
Applicant C	Lot 1	Applicant C Unit 1 e.g. 53 Harbour Crescent	73.00%	3 rd	Tier 1 and Tier 2
Applicant D	Lot 2	Applicant D Unit 1 e.g. 124 West Avenue	67.00%	5 th	Tier 2 only
Applicant D	Lot 2	Applicant D Unit 2 e.g. 264 South Way	68.00%	4 th	Tier 1 and Tier 2
Applicant E	Lot 2	Applicant E Unit 1 e.g. 21 Beach Road	41.00%	7 th	Tier 2 only

C4 Scoring Methodology

Responses will be assessed using one, some or all of the following methods:

C4.1 Pass/Fail

Evaluation criteria assessed on a pass/fail basis are those where meeting the requirement is essential to Applicant's ability to deliver the Contract. They will usually relate to questions where a Yes or No response can be provided. The ability to meet the requirement will achieve a Pass and the Applicant will achieve a fail where they are unable to meet the requirement.

For Information

Where a Pass/Fail criteria is assessed on a scoring basis, a score of 3 or more, using the zero to five scoring matrix will be required to achieve a pass.

Where an Applicant fails one or more Pass/Fail criteria they will be deselected from participating further in the process and will be notified accordingly.

The criteria will also set out how the Applicant should evidence their ability to meet the requirement, this will be either:

- within their response to the mandatory criteria itself
- within their responses to the Award questions; and/or
- during due diligence prior to contract award.

If the Applicant does not evidence ability to meet the requirement the response will be considered to be a fail and the Applicant will be deselected from participating further in the process and will be notified accordingly.

C4.2 Zero to Five Scoring

Evaluation criteria assessed on a scoring basis, with the exception of the availability of units, will be evaluated using the zero to five scoring system in the table below.

Score 5	Excellent	Exceeds the requirement. Exceptional demonstration by the Applicant of the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the Contract. Response identifies factors that will offer significant added value and/or innovation, with evidence to support the response.
Score 4	Good	Satisfies the requirement with minor additional benefits. Above average demonstration by the Applicant of the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the Contract. Response identifies factors that will offer potential added value, with evidence to support the response.
Score 3	Acceptable	Satisfies the requirement. Adequate demonstration by the Applicant of the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the Contract, with sufficient evidence to support the response.
Score 2	Minor Reservations	Minor reservations on the Applicant's ability to satisfy the requirement. Some minor reservations of the Applicant's relevant ability, understanding, experience, skills, resource & quality measures required to deliver the Contract, with little or no evidence to support the response.
Score 1	Serious Reservations	Major reservations on the Applicant's ability to satisfy the requirement. Considerable reservations of the Applicant's relevant ability, understanding, experience, skills, resource & quality measures required to deliver the Contract, with little or no evidence to support the response.
Score 0	Unacceptable	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Applicant has the ability, understanding, experience, skills, resource & quality measures required to deliver the Contract, with little or no evidence to support the response.

For Information

The scoring system is based on the Applicant's ability to fully satisfy the requirement and provide sufficient evidence to support their response.

Where an Applicant's response is considered to have achieved a score of three, a further assessment will be made to determine whether the response has met the criteria required for a score of four or five to be awarded.

The Council's usual approach to evaluation of Tenders is for each Panel member to undertake an independent assessment of bids. The Panel will then come together in a Moderation Meeting, where a consensus score will be agreed.

Please Note: Where an Applicant's response is considered not to satisfy the requirement and/or adequately demonstrate the ability to deliver the Contract the maximum score achievable will be two, regardless of whether the Applicant exceeds the requirement in relation to some aspects of their response.

The scoring system awards the highest marks to those Applicants who, in addition to fully satisfying the requirement, demonstrate to a high level they have the relevant ability, understanding, experience, skills, resources and quality measures in place and/or offer added value or innovative solutions.

Scoring Example 1:

Sub Criteria % = 15.00%			
Applicant	Assessment	Score Awarded	% Score
Applicant A	Exceeds the requirement, with an exceptional demonstration of relevant ability, understanding, experience, skills, resource & quality measures required to deliver the Contract, with evidence of significant added value/innovation	5	15.00%
Applicant B	Fully satisfies the requirement, provides sufficient evidence to demonstrate their ability to deliver the contract and offers some potential added value.	4	12.00%
Applicant C	Only meets some of the requirements, provides adequate evidence to demonstrate their ability to meet those requirements satisfied within the response and offers some added value and innovation in relation to aspects of their offer.	3	9.00%
Applicant D	Only meets some of the requirements, provides adequate evidence to demonstrate their ability to meet those requirements satisfied within the response and offers some added value and innovation in relation to aspects of their offer.	2	6.00%

For Information

Applicant E	Applicant says they fully satisfy the requirement, but provides insufficient evidence to demonstrate relevant ability, understanding, experience, skills, resource & quality measures required to deliver the Contract.	2	6.00%
Applicant F	Applicant does not provide sufficient assurance that they have the relevant ability, understanding, experience, skills, resource & quality measures required to satisfy the majority of the requirements.	1	3.00%
Applicant G	Applicant does not provide sufficient assurance that they have the relevant ability, understanding, experience, skills, resource & quality measures required to satisfy any of the requirements.	0	0.00%

C4.3 Availability of Units Scoring

The availability of units will be evaluated using the zero to ten scoring system in the table below.

Score 10	The Applicant has identified the proposed Unit of accommodation will be available during the first month following commencement of the Framework Agreement.
Score 8	The Applicant has identified the proposed Unit of accommodation will be available between the second and third month following commencement of the Framework Agreement.
Score 6	The Applicant has identified the proposed Unit of accommodation will be available between the fourth and sixth month following commencement of the Framework Agreement.
Score 4	The Applicant has identified the proposed Unit of accommodation will be available between the seventh and ninth month following commencement of the Framework Agreement.
Score 2	The Applicant has identified the proposed Unit of accommodation will be available after the ninth month following commencement of the Framework Agreement.
Score 0	The Applicant has not identified a date for availability of the proposed Unit of accommodation.

C4.4 Zero to Five Scoring – Part 8 Social Value Award Only

Evaluation criteria assessed on a scoring basis for Social Value will be evaluated using the zero to five scoring system in the table below, taking into consideration the scale of the Applicants offer.

Score 5	Excellent	Exceptional demonstration by the Applicant of how they will deliver their chosen indicators, the achievability of delivery, the community benefits realised and the ability to measure success. Response identifies factors that will offer significant added value and/or innovation, with evidence to support the response.
Score 4	Good	Above average demonstration by the Applicant of how they will deliver their chosen indicators, the achievability of delivery, the community benefits realised and the ability to measure success. Response identifies factors that will offer potential added value, with evidence to support the response.
Score 3	Acceptable	Adequate demonstration by the Applicant of how they will deliver their chosen indicators, the achievability of delivery, the community benefits realised and the ability to measure success.
Score 2	Minor Reservations	Minor reservations on how the Applicant will deliver their chosen indicators, or the achievability of delivery, the community benefits realised or the ability to measure success.
Score 1	Serious Reservations	Major reservations on how the Applicant will deliver their chosen indicators, or the achievability of delivery, the community benefits realised or the ability to measure success.
Score 0	Unacceptable	Applicant has either not answered the question or has provided insufficient information to demonstrate how the Applicant will deliver their chosen indicators.

The scoring system is based on the Applicant’s ability to provide sufficient evidence to support their response.

Please be aware that for any indicator selected Applicants must complete all of the following columns in Part 8 Social Value Award:

- C - How will you deliver against those indicators?
- D - Demonstrate how this will be achievable;
- E - What will the benefits of this be?
- F - How will you measure the success?
- G - What is the quantity/percentage/value you will attribute to the indicator? (e.g. how many employment opportunities will you offer?)

For Information

Columns C to G are limited to a maximum of 1,200 characters (including spaces) per cell. This equates to approximately 1 page of A4 across each of the requirements.

The Council will make a qualitative evaluation of all indicators submitted.

Where an Applicant's response is considered to have achieved a score of three, a further assessment will be made to determine whether the response has met the criteria required for a score of four or five to be awarded.

The scoring system awards the highest marks to those Applicants who, demonstrate to a high level they have the relevant ability, understanding, experience, skills, resources and quality measures in place to offer the Social Value indicated.

C4.5 Comparative Scoring

Evaluation criteria assessed on a comparative basis are those where the Applicant's response can be compared to that of other Applicants, for example in relation to Pricing criteria and the quantitative element of the Social Value criteria:

- Price: Applicants offering the lowest price will score maximum marks out of a possible 100 and Applicants submitting higher prices will be awarded marks proportionate to their distance from the lowest price.
- In the event an Applicant submits a bid which results in any of the Pricing evaluation criteria being a zero, in order to return a score for the other Applicants the price used for evaluation purposes will be £0.01.
- Social Value: Applicants offering the highest monetary benefit will score maximum marks out of a possible 100 and Applicants with lower monetary benefit will be awarded marks proportionate to their distance from the highest monetary benefit.

Scoring Example 1 (Price):

$$\frac{\text{Lowest Price}}{\text{Applicant's Price}} \times \text{Available Marks} = \text{Score}$$

Lowest Price: £1,000,000		Criteria: 60.00%
Applicant	Price	Score
Applicant A	£1,000,000	60.00%
Applicant B	£1,100,000	54.55%
Applicant C	£1,273,050	47.13%
Applicant D	£1,899,999	31.58%

Scoring Example 2 (Price):

$$\frac{\text{Lowest Price}}{\text{Applicant's Price}} \times \text{Available Marks} = \text{Score}$$

Lowest Price: £0.01		Criteria: 60.00%
Applicant	Price	Score
Applicant A	£0.00	60.00%
Applicant B	£1,100,000	0.00000055% Awarded Score to 2 Decimal Places 0.00%
Applicant C	£1,273,050	0.00000047% Awarded Score to 2 Decimal Places 0.00%
Applicant D	£1,899,999	0.00000032% Awarded Score to 2 Decimal Places 0.00%

Scoring Example 3 (Social Value):

$$\frac{\text{Applicant's score}}{\text{Highest score}} \times \text{Available Marks} = \text{Score}$$

Highest Score: 16		Criteria: 3%
Applicant	SV Score	Score
Applicant A	8	3.00%
Applicant B	2	0.75%
Applicant C	7	2.63%
Applicant D	5	1.88%

C4.6 Character, Word and Page Limits

Character, word or page limits relate to the maximum number of characters, words or pages Applicants can submit.

For Information

Where an Applicant's response exceeds any limit set, those elements of the response which fall outside of that limit will not be evaluated.

D Tender Requirements

D1 Communication

All communication between Torbay Council and Applicants will take place through ProContract, this includes but is not limited to:

- (a) clarification questions;
- (b) submission of Confidentiality Agreements and issue of confidential Documents;
- (c) requests to participate in site visits;
- (d) suggestions and queries in relation to the Terms and Conditions;
- (e) post tender clarification questions;
- (f) invitations to demonstrations, interviews or presentations;
- (g) outcome notification letters.

Applicants must not make direct contact with Council officers, during the procurement process regarding this tender.

Please Note: Applicants are responsible, at all times during the Tender process, for checking whether any messages or amendments have been issued and should not rely solely upon automatic notification from ProContract.

D2 Tender Clarification

Please Note: Torbay Council will only accept clarification, including questions and queries or suggestions on the Terms and Conditions, during the clarification period stated in the Procurement Timetable, unless the question is directly related to a response issued by Torbay Council on or after the deadline for submission of questions.

Where the Tender is being run as a 2 stage process queries or suggestions on the Terms and Conditions may only be raised during Stage One.

Torbay Council will not negotiate on any of the substantive terms of the Documents.

Responses to clarification questions will be provided to all Applicants except where the question:

- (a) is innovation based, in which case the response will only be provided to the Applicant who raised the question; or
- (b) relates to confidential Documents, in which case the response will only be provided to Applicants who have submitted a Confidentiality Agreement.

Torbay Council will endeavour to respond to clarification questions within 5 working days of the date the question is submitted, or the next working day if the question is submitted on a non-working day.

The identity of Applicants raising questions will remain confidential.

Applicants are responsible for ensuring they read and understand all of the responses to questions that have been raised.

For Information

Applicants will need to register an interest in the Tender on ProContract in order to access responses to clarification questions or receive communications from Torbay Council regarding amendments to the Documents.

D3 Amendment to Documents

Amended Documents will be made available in both the publicly accessible opportunities area of ProContract and within the tender opportunity itself, except where the amendment relates to a confidential Document. Where changes are substantial and Torbay Council considers Applicants need additional time to take these changes into account the Tender Submission deadline will be extended in accordance with the Public Contracts Regulations 2015..

Where the amendment relates to a confidential Document the amended Document will only be shared with those Applicants who have submitted a Confidentiality Agreement.

Amended Documents will form part of the resultant Contract.

Please Note:

Applicants are responsible for ensuring they have read all communications and the amended Documents and will be considered to have taken any amendments into account when preparing their submission.

D4 Post Tender Clarification

Post tender clarification will be for the purposes of clarifying or supplementing the content of an Applicant's Tender or Torbay Council's requirements where this would not be discriminatory to other Applicants. Questions may be issued to one, some or all Applicants as appropriate.

Please Note:

- Where post tender clarification results in modification to an Applicant's Tender Torbay Council reserves the right to reject the Tender.
- Where the post tender clarification results in substantial modification to the Framework Agreement and/or Call-Off Contract Torbay Council reserves the right to restart or abandon the Tender process.
- Failure to respond to post tender clarification questions within the specified timescale may result in the Applicant's Tender being rejected.

D5 The Tender Documents

The Documents are and shall remain the intellectual property of Torbay Council. Applicants may only copy or reproduce the Documents for the purposes of their response. If no response is submitted the Applicant shall delete any Documents downloaded.

Where an Applicant identifies an error or omission within the Documents they should immediately notify Torbay Council through ProContract. Torbay Council will then rectify the error or omission and issue any amended Documents.

For Information

Some tenders will include confidential Documents and the tender documents will then include a separate Confidentiality Agreement appendix. Any Documents considered by Torbay Council to be of a confidential nature will not be made publicly available. Applicants are responsible for ensuring that confidential Documents are treated as such, are used only for the purposes of this tender and are not disclosed in whole or part to any 3rd party without Torbay Council's prior written consent.

Applicants can access confidential Documents by completing and submitting the Confidentiality Agreement through the ProContract Messaging Facility.

Torbay Council may reproduce the whole or any portion of submitted Tenders for the purpose of tender evaluation.

D6 Preparation and Completion of Tenders

Applicants are responsible for ensuring they fully understand the requirements and have all the information they need to enable them to submit a response, within the time required. Torbay Council will not accept any claims related to an Applicant's failure to read and understand the Documents.

Applicants are responsible for meeting any costs, expenses or liabilities incurred in connection with this process, including if it is terminated or amended by Torbay Council. Torbay Council will not be responsible, nor will they pay for any expense or loss which may be incurred by Applicants in the preparation of their Tenders, or any other aspect of the Tender process.

Applicants are advised to note the following when completing their response:

- (a) all entries including responses to questions, rates, price totals or any other endorsements must be typewritten in English and in £ sterling. Handwritten responses will not be accepted;
- (b) responses must be submitted in the documents as provided or on-line where required;
- (c) the format and layout of the response documents must not be altered;
- (d) 6 Certificates and Declarations may be submitted in pdf format, but all other response documents must be submitted in the format issued;
- (e) responses should be made in full and should not refer to information provided elsewhere in the Submission;
- (f) responses should fully address the requirements and should not rely on any knowledge the Council may have of your organisation or any contracts held with the Council, as your bid can only be evaluated on the basis of the information contained within it;
- (g) where a word or page limit has been set any portion of the response which exceeds that limit will not be evaluated;
- (h) supporting documents / appendices will only be evaluated where these have been permitted within the response;
- (i) appendices, where permitted, must be clearly referenced within the response;
- (j) where a question does not apply to an Applicant they should clearly state N/A in the response section;

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- (k) individual evaluators may not evaluate the entire response and the evaluation panel may include other stakeholders, such as partner organisations or people who use Council services;
- (l) do not make any assumptions about your past or current relationship with Torbay Council or to assume that such prior relationships will be taken into account in the evaluation procedure;
- (m) all Documents must be completed in full, in accordance with any specific instructions set out within the Document and signed where required.

Please Note: Failure to complete or submit any of the Documents in accordance with Torbay Council's requirements may result in the Tender being rejected.

As arrangements relating to consortium bids or sub-contracting may change Applicants should respond on the basis of the arrangements envisaged at the time the Tender is submitted. Torbay Council must be notified immediately of any changes or proposed changes in relation to the bidding model, so that a further assessment against the selection criteria can be made. Torbay Council reserves the right to deselect the Applicant prior to any award of contract, based on an assessment of the updated information.

Where Applicants rely on other organisations to meet any of the selection criteria they must submit a completed SQ Part 1 and 2 Declaration for each of those organisations. This includes parent companies, affiliates, associates, or essential sub-contractors.

Before submitting any documentation, Applicants need to understand the nature of Torbay Council's transparency commitments for tenders and contracts and the scope of Torbay Council's ability to withhold material. What will be disclosed does not differ from that currently disclosable under Freedom of Information legislation, but Applicants must ensure they understand the limitations on Freedom of Information exemptions for confidentiality and commercially sensitive information. **Please Note:** Applicants are requested to clearly identify any Documents or information contained within their submission which they consider to be commercially sensitive either during the tender process or after conclusion of the Contract.

Please Note: Applicants are expected to read, understand and confirm their acceptance of the Framework Agreement or Call-Off Terms and Conditions before submitting their Tender. Where an Applicant reserves the right to comment or negotiate on them at a later date, this may result in the Tender being rejected.

D7 Submission and Opening of Tenders

Applicants should submit all documentation electronically through ProContract (www.supplyingthesouthwest.org.uk) using the Response Wizard as directed in the 'Supplier Guide' located in the help section or in Appendix A ProContract User Guide.

Applicants are responsible for ensuring:

- (a) they have submitted all of the required documents in the correct format;
- (b) their response is submitted by the deadline. **Please Note:** any submissions classified by ProContract as late will be rejected.

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In the event Torbay Council is made aware of any technical issues with ProContract, which may prevent Applicants from meeting the submission deadline, the deadline may be extended. However Applicants are strongly advised to submit their Tender response in good time.

Where an Applicant decides not to submit a Tender, Torbay Council requests that the Applicant formally 'Opts Out' through ProContract, giving the reasons for non-submission. Torbay Council may contact Applicants who have expressed an interest but have not submitted a Tender, in order to understand their reasons for non-submission.

An Applicant's submitted Tender will constitute an irrevocable offer to provide the required goods, services or works.

Technical Support

Any Applicants who experience problems with ProContract should contact the support desk:

ProContractSuppliers@proactis.com

Or click on the Help link at the bottom of the web page.

Please Note: If your issue is time sensitive call:

0330 005 0352

This line is available 09:00 to 17:30 Monday to Friday (excluding English bank and public holidays).

All Tenders will remain electronically sealed until the Submission deadline, when they will be unsealed by an independent Verifier in the presence of a member of the Procurement Team.

D8 Rejection of Tenders

Torbay Council will only reject Tenders where rejection is without prejudice to any other civil remedies available to Torbay Council or any criminal liability which the Applicant's conduct may attract.

Torbay Council will reject any Tender where:

- (a) submission was made after the date and time specified on the documents;
- (b) submission was not made through ProContract;
- (c) the Applicant's price exceeds Torbay Council's declared budget;
- (d) the Applicant has not accepted Torbay Council's Framework Agreement or Call-off Contract Terms and Conditions. **Please Note:** Torbay Council will seek clarification from the Applicant prior to rejecting the Tender;
- (e) the Applicant acts in any way improperly, including but not limited to canvassing, price fixing or inducements (which relate to offences under the Bribery Act 2010, Section 117 of the Local Government Act 1972 or any future legislation); or
- (f) Torbay Council has become aware at any point that the Applicant has been afforded a competitive advantage or has a conflict of interest that cannot be

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rectified.

Torbay Council may at its absolute discretion reject any Tender where:

- (a) the price has been assessed as being abnormally low (see *D8.1*);
- (b) it is considered by Torbay Council to be incomplete (see *D8.2*) or vague;
- (c) it is not in accordance with the required format;
- (d) the Applicant alters the Documents in any way
- (e) any of the information provided by an Applicant is found to be inaccurate
- (f) the Applicant contradicts itself in terms of any information provided;
- (g) the Applicant does not respond to post tender clarification questions within the specified timescale;
- (h) the tender has been qualified in any way; or
- (i) it is in breach of any condition contained within it.

Where the Applicant is relying on the capacity of a consortium member or sub-contractor and that organisation does not meet any relevant selection criteria and the Applicant is unable to replace the organisation with an alternative, if required by Torbay Council, this may result in the Applicant's Tender being rejected.

D8.1 Abnormally Low Tenders

Where an Applicant's price has been assessed as being abnormally low Torbay Council will require the Applicant to explain the price proposed and will assess the explanation in accordance with the guidance set out in the Public Contracts Regulations 2015. The Tender will only be rejected where the evidence provided does not satisfactorily account for the low price or where the Applicant has obtained State Aid that has resulted in a distortion in competition.

Advice in assessing the explanation may be sought from Torbay Council's Corporate Finance section.

D8.2 Incomplete Tenders

Tenders will be considered incomplete where the Applicant has not:

- (a) submitted all of the required documents, including any supporting information requested;
- (b) fully completed all of the Documents required;
- (c) responded to all of the questions; or
- (d) submitted the Documents in the required format.

D9 Evaluation and Award

All accepted Tenders will be evaluated in accordance with the evaluation criteria set out in the Documents.

Where the Applicant is relying on the capacity of a consortium member or sub-contractor and that organisation does not meet any relevant selection criteria Torbay Council reserves the right to require the Applicant to replace the organisation with an alternative.

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Torbay Council will only complete a full evaluation of accepted Tenders which meet all of the mandatory requirements as set out within the Documents.

The evaluation will be carried out by an Evaluation Panel and will be moderated by a member of the Procurement Team.

Please Note: Not all Panel members may assess every question, but all Tenders will be evaluated in the same manner and by the same Panel. Evaluation Panels may not comprise solely of Torbay Council's Officers, but may also include other key stakeholders, such as partner organisations and people who use Council services.

On completion of the evaluation process approval to award the Tender will be sought in accordance with Torbay Council's approval procedure.

Torbay Council is not bound to make any award of the Framework. If the Framework is awarded it will be on the basis of the most economically advantageous tender, which may not be the lowest price offered.

All Applicants will be notified of the Tender outcome at the same time, whether this is to award or not to award the Framework. Notification will be through ProContract.

Please Note: Applicants will be advised through ProContract of any changes to the decision date.

Torbay Council will comply with the requirements of *Regulation 87 Standstill period* of the Public Contracts Regulations 2015.

D10 Legal and Contracting Arrangements

Information supplied by Torbay Council as part of the tender process is supplied in good faith and Applicants must satisfy themselves as to the accuracy of such information. Torbay Council accepts no responsibility for any loss or damage arising from the use by Applicants of such information. All information issued to Applicants must be treated as confidential.

Applicants must ensure that they are fully familiar with the nature and extent of the obligations that they will take on if their Tender is accepted.

This Tender will be run in accordance with the requirements of regulations *24 Conflicts of interest* and *41 Prior involvement of candidates or tenderers* of the Public Contracts Regulations 2015.

Where the successful Tender is on behalf of a consortium Torbay Council may require the consortium to assume a specific legal form or require joint liability for the execution of the Contract, where this is considered necessary for the satisfactory performance of the Contract.

The information provided by Applicants will be relied upon to be true and accurate and will form part of the Framework Agreement with the successful Applicant. **Please Note:** If any of the information provided by an Applicant is found to be inaccurate the Applicant may be excluded from further participation in this or any future Tender issued by Torbay Council and could lead to termination of any resultant Agreement or call-off Contract.

In submitting a response Applicants will be confirming to Torbay Council that:

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- (a) they have satisfied themselves of the accuracy and viability of all prices or rates stated within their response;
- (b) all prices or rates quoted will (unless otherwise provided for in the Framework Agreement) cover all of the Applicant's obligations under the Framework Agreement;
- (c) they have obtained all of the necessary information in relation to risks, contingencies or any other circumstances which reasonably influence or affect their bid;
- (d) their Tender is accurate and sufficient.

Torbay Council may, at its absolute discretion, extend the closing dates and times by amending the Tender on ProContract. Prospective Applicants will receive notification of the change of submission date and time. Unless any such extension has been granted, Tenders submitted after the submission dates and times will not be considered.

Torbay Council may, at its sole discretion, terminate the tendering procedure at any time. If such action is taken, Applicants will be notified through ProContract.

Torbay Council reserves the right to restart or abandon the Tender process where the lowest price submitted exceeds its estimate or available budget.

The Applicant's offer shall remain open for acceptance for a period of 12 months from the closing date and may be extended by mutual agreement.

Please Note: if the successful Applicant does not accept the Framework Agreement or Call-off Contract Terms and Conditions as drafted Torbay Council reserves the right to withdraw the Framework award and class the submission as non-compliant.

Any acceptance of the Tender by Torbay Council will be communicated in writing to the Applicant and upon that acceptance the Framework Agreement shall become binding on all parties.

Prior to issuing the Framework Agreement the successful Applicant may be required to provide evidence, including but not limited to, the accuracy of their self-assessment within Part 4 Selection Questionnaire and compliance with any contractual requirements, such as insurances, disclosure and barring service checks and policies and procedures. **Please Note:** If the successful Applicant is unable to provide this evidence Torbay Council reserves the right to withdraw the Framework award and class the submission as non-compliant.

The successful Applicant will not be allowed to participate in any call-offs from the Framework prior to the formal Framework Agreement documents being signed by both parties, unless written agreement to do so has been given by Torbay Council's Legal Service.

E Glossary

E1 Tender Documents

The following documents, together with the Appendices and Links at E2 below, form the tender documents:

Document	Purpose	For Completion and Submission
Part 1 Information	Contains information on the procurement process and instructions on how it will be conducted.	No
Part 2 Specification	Contains Authority's requirements in relation to the goods, services or works being procured.	No
Part 3 Certificates and Declarations	Contains the Certificates and Declarations to which all Applicants must conform.	Yes
Part 4 Selection Questionnaire	Contains the Selection Questions and may include the requirement for Applicants to provide some on-line responses.	Yes
SQ Part 1 and 2 Declaration	Contains the Part 1 and Part 2 of the Selection Questionnaire, which must be completed by any organisations the Applicant relies on to meet the selection criteria. This document must be submitted by the Applicant on their behalf.	Yes, if applicable
Part 5 Mandatory Criteria	Contains the mandatory requirements.	Yes
Part 6 Award Questionnaire	Contains the Award Questions and may include mandatory requirements, method statements and/or technical questions.	Yes
Part 7 Pricing Lot 1	Contains the Applicant's pricing proposals for this Tender.	Yes, if bidding for Lot 1

Document	Purpose	For Completion and Submission
Part 7 Pricing Lot 2	Contains the Applicant's pricing proposals for this Tender.	Yes, if bidding for Lot 2
Part 8 Social Value Award	Contains the Applicant's social value offer	Yes
Framework Agreement	Contains the terms and conditions under which the Framework will operate.	No Applicants are required to confirm acceptance as part of their response
Terms and Conditions of Contract / Call-Off Contract	Contains the terms and conditions under which any resultant call-off Contract will operate under, if applicable	No Applicants may be required to confirm acceptance as part of their response

E2 Appendices and Links

- E2.1 Appendix A ProContract User Guide
- E2.2 Appendix F Torbay Council Health and Safety Policy Statement
- E2.3 Appendix G Call-Off Contract
- E2.4 Appendix H Lease Agreement
- E2.5 Appendix 1 HHSRS Guidance for Landlords and Property Related Professionals
- E2.6 Appendix 2 Core Tourism Investment Areas Map
- E2.7 Appendix 3 Not Used
- E2.8 Appendix 4 HMO Amenity Standards
- E2.9 Appendix 5 Technical Housing Standards – nationally described space standard
- E2.10 Appendix 6 Fire Safety Principles for Residential Accommodation
- E2.11 Appendix 7 Risk Assessment
- E2.12 Appendix 8 Inventory Requirements

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E2.13 Appendix 9 HMO License Agreement

E2.14 Appendix 10 Self-contained License Agreement

E2.15 Selection Questionnaire – List of Mandatory and Discretionary Exclusions:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf

E2.16 Selection Questionnaire – EU Definition of an SME:

<http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>

E2.17 Selection Questionnaire – PSC Guidance:

<https://www.gov.uk/government/publications/guidance-to-the-people-with-significant-control-requirements-for-companies-and-limited-liability-partnerships>

E2.18 Specification – Wheelchair Housing Design Guides:

<https://www.housinglin.org.uk/Topics/browse/Design-building/occupational-therapy/inclusive-design-for-complex-ne>

E2.19 Specification – Torbay Council Planning Portal:

<https://www.torbay.gov.uk/planning-and-building/planning/do-you-need-planning-permission/>

E2.20 Specification – Housing Act HMO Exemptions

[Housing Act 2004 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2004/10)

E3 Definitions

Term	Definition
Torbay Council	The contracting authority
Accommodation Unit / Unit(s) / Unit of Accommodation	A single unit of accommodation that will meet an individual bedroom need as set out in Table 1 of section B1.
AFD	Automatic Fire Detection system.
Authority Authorised Representative	The Officer leading the Tender process on behalf of Torbay Council who may be responsible for managing the resultant Contract.
Award	The process by which Torbay Council will determine the successful bidder in accordance with <i>Regulation 67 Contract award criteria</i> of the Public Contracts Regulations 2015.
Award Questions	The written response submitted by the Applicant to evidence their ability to meet Torbay Council's requirements, which will form part of the evaluation process upon which award of the Contract will be based.
Bidding Model	The Applicant's proposals relating to any consortia or sub-contracting arrangements that will be put in place in order to deliver the Contract.
Call for Competition	The Notice published on Find a Tender and Contracts Finder.
Call-off	The process of calling a contract off the Framework.
Confidential Information	Any information or documents which Torbay Council considers to be confidential in nature and which will only be made available to Applicants who sign and submit a Confidentiality Agreement.
Consortia/Consortium	Two or more persons, at least one of whom is an economic operator, acting jointly for the purpose of being awarded a public contract in accordance with <i>Regulation 19 Economic operators</i> of the Public Contracts Regulations 2015.

Term	Definition
Contract Term	The length of the Contract including extensions, if available.
Contracting Authority	Torbay Council and any other Authority on whose behalf Torbay Council may be working.
Contractor	An Applicant awarded a place on the Framework who may subsequently be awarded a Call-off Contract or Lease. In the case of Lot 2, this may also mean a Landlord.
Direct Award	The process of awarding a contract off the Framework without the need to undertake a further competition.
Documents	All of the tender documents in relation to this Tender.
Eligible Users	Any organisation given access to the Contract resulting from this Tender.
Framework	The pre-qualified list of Providers and Agreement put in place with those Providers to enable future call-off contracts to be put in place.
Further Competition	A call-off procedure that will be followed when putting contracts in place under the Framework.
Lead Applicant	The organisation leading the bidding process on behalf of its consortia or sub-contractor partners.
Lot	One of a number of categories of goods or services into which a single procurement process has been divided. The use of lots potentially allows for multiple providers to be appointed following a single procurement process.
Messaging Facility	The area within ProContract where Applicants submit clarification questions and Confidentiality Agreements during the tender process and through which Torbay Council will post its replies.
Official Purchase Order	Torbay Council's Official Purchase Order, to which these conditions apply.
ProContract	The e-tendering portal through which Torbay Council advertises opportunities and conducts Tenders.

Term	Definition
Price Review Mechanism	The mechanism that will be used during the life of the Contract to review and vary the price.
Procurement Representative	The Procurement Officer who is leading the procurement process on behalf of Torbay Council.
Provider	An Applicant awarded a place on the Framework who may subsequently be awarded a Call-off Contract or Lease. In the case of Lot 2, this may also mean a Landlord.
Public Contracts Regulations	The UK legislation concerning public procurement, which can be found at: www.legislation.gov.uk .
Relevant Tax Authority	The organisation responsible for administering tax policy in the country in which the Applicant's organisation is established.
Standstill	The period, as set out in Regulation 87 of the Public Contracts Regulations 2015, immediately following notification of the award decision to Applicants during which Torbay Council must not enter into the Contract.
Supplier	An Applicant awarded a place on the Framework who may subsequently be awarded a Call-off Contract or Lease. In the case of Lot 2, this may also mean a Landlord.
Supplying the South West	Means the same as ProContract.
Tender	The invitation to bid for this Contract; and / or The Applicant's response to this tender opportunity.
Transfer of Undertaking (Protection of Employment) Regulations 2006 (TUPE)	The regulations which govern how employers must deal with transfer of staff when a service or business changes hands from one employer to another in order to ensure the principal terms of employees' rights are protected.
Variant Bid	A response to this tender in which the Applicant proposes innovative or alternative approaches to meeting the Council's minimum and mandatory requirements. All variant bids must be capable of being assessed in accordance with the stated evaluation criteria and must be accompanied by a non-variant tender.
Voids / Void Period	The period of time in which a property or room is empty and unused. A property is void during the changeover of

For Information

Term	Definition
	clients whilst the property is cleaned and any repairs addressed. A property may be void longer term (sometimes known as a major void) due to the Council having no suitable clients requiring the accommodation or the property may be made unavailable by the provider due to significant repair work.