

Temporary Accommodation Tender Launch Event

Tuesday 25th January 2022



TORBAY COUNCIL

Agenda

Start Time	End Time	Title	Facilitator
1000	1020	Temporary Accommodation - Overview	Tara Harris / Lianne Hancock
1020	1040	Property Requirements	Lianne Hancock
1040	1055	How the Temporary Accommodation Framework will work	Adam Harmer
1055	1110	Using ProContract	Adam Harmer
1110	1125	Selection Questionnaire & Award Questionnaire	Adam Harmer
1125	1140	Scoring Methodology & Award Criteria	Adam Harmer
1140	1150	Social Value	Jude Pinder
1150	1200	Closing	Adam Harmer

An aerial photograph of the Torbay coastline, showing a large bay with turquoise water. A marina filled with many small boats is on the right, enclosed by a long pier. The background features a densely built-up town with green hills in the distance. The text 'Welcome & Introductions' is overlaid in large white letters, underlined.

Welcome & Introductions

Tara Harris – Divisional Director Community & Customer Services

Temporary Accommodation Procurement – Overview

What is Temporary Accommodation and why do we need it?

- Statutory duty to provide accommodation to homeless households, required until either the duty ends or alternative accommodation is secured.
- Torbay has no current contracts for accommodation and are reliant on a handful of providers, bed and breakfast and holiday accommodation.
- Aim to move away from bed and breakfast accommodation as it is against guidance and so we are looking for a variety of self-contained accommodation and houses of multiple occupation (HMO).
- Housing crisis means that more people need temporary accommodation and are staying in it longer.
- 150% increase in temporary accommodation need compared to April 2018.
- Aim to establish a partnership approach to supporting whilst they are in accommodation and to help them to move on.

What Do We Need?

The table below sets out the number of units we require.

Accommodation Unit Type	Number of Units
1.Single Bedroom Shared Facilities	36
2.Single Bedroom Self-Contained	
3.Single Bedroom Self-Contained (Adapted)	2
4.Single Bedroom Self-Contained (High Risk)	2
5.Two Bedroom Self-Contained	22
6.Three Bedroom Self-Contained	4
7.Four Bedroom Self-Contained	10
8.Five Bedroom Self-Contained	1

Mandatory Property Requirements

- Properties should be of a good quality and meet the standards set out in the specification.
- Properties will be inspected by the Council to Housing Health and Safety Rating System (HHSRS)
- HMO's must be licensed where applicable.
- Properties must not be in the Core Tourism Investment area unless they spot purchase – Tier 2.

Framework Structure (Lots)

The opportunity will be split into two separate 'Lots':

a) Lot 1 – Accommodation & Housing Management:

- Furnished accommodation and housing management services.
- Could include hotel rooms for exceptional circumstances.

b) Lot 2 – Accommodation Only:

- Furnished or unfurnished accommodation.
- The Council will be responsible for the Housing Management of these properties.

Framework Structure (Tiers)

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

a) Tier 1 – Call-Off Contract / Lease Agreement:

- Specific to units of accommodation.
- May result in providers having more than one place on Tier 1.
- Awarded to highest scoring applicants across Lot 1 (Contract) and Lot 2 (Lease).

b) Tier 2 – Spot-purchase:

- Awarded on a provider basis.
- Applicants not awarded a Tier 1 place and all Tier 1 providers automatically be awarded a place on Tier 2.

Framework Structure (Call-Offs)

Call-Off Contracts / Lease Agreements will be awarded as follows:

a) Direct Award (Tier 1 only):

- Call-Off Contract / Lease Agreement for the Units awarded under Tier 1.
- Inspection of unit by the Council prior to availability.
- If requirements met, Contract / Lease awarded for that Unit.
- If requirements not met, no award but the Council may allow additional time to rectify. Where this cannot be achieved within a reasonable timescale the Council may remove the Unit from Tier 1 and promote the next highest scoring Unit of the same capacity in its place.
- Any Call-Off Contract / Lease Agreement will be a for a maximum period of 4 years.

Framework Structure (Call-Off)

b) Further Competition (spot-purchase):

- All providers who have proposed Units of the size required will be emailed to notify them of the Authority's requirements.
- Short term Call-Off Contract / Lease Agreement awarded on a "first-come, first-served" basis to the Provider who can meet the Authority's needs.
- The Authority may develop a central database which providers will be required to maintain with details of properties available. When in place, only providers who have registered details of the Unit size required will be invited to respond.

Framework Structure (Call-Off)

c) Further Competition (additional long-term Contracts / Leases):

- All interested Framework providers will be required to re-submit Part 7 Pricing with details of any Units they are proposing to provide.
- Submissions will be evaluated using the new Unit availability and pricing information together with the Quality and Social Value scores attributed to the Provider for their tender to be admitted to the Framework.
- The highest scoring Provider(s) will be awarded the additional Contract(s) / Lease(s).

The Authority will not award any Contracts / Lease Agreements to any provider nor invite them to participate in any further competition where there is not a fully signed Framework Agreement in place.

Accessing the Tender Opportunity

The tender is being conducted electronically, via the ProContract procurement portal at:

<http://www.supplyingthesouthwest.org.uk>

To register interest in the opportunity you must be registered on the portal.

Accessing the Tender Opportunity

- If your organisation is not registered, you need to do so as soon as possible against categories that relate to your business.
- The Temporary Accommodation opportunity is advertised under the following CPV codes:
 - 55100000-1 Hotel services;
 - 55200000-2 Camping sites and other non-hotel accommodation;
 - 85311000-2 Social work services with accommodation;
 - 98340000-8 Accommodation and office services.
- Non-editable documents (e.g. PDFs) are attached to the advert.

Accessing the Tender Opportunity

- Once logged in, search for the opportunity from your supplier home page using “Find Opportunities” at the top of the page.
- To express your interest in the opportunity, click on “Register interest in this opportunity”.
- The Activities area on your supplier home page shows all the various tenders that you have registered with.
- By clicking on a project title, further information can be shown.
- Editable documents are attached to the Invitation to Tender (I.T.T).

Accessing the Tender Opportunity

- All questions should be raised through the portal through the Messaging section. Clicking “View messages” to see any messages that have already been sent or received, then click “Create a new message”.
- To begin the response, from the tender summary screen, click “Start my response”.

Procurement Process

- One-stage 'Open' Tender procedure, conducted in two parts:
 - Selection – completion of a Selection Questionnaire (SQ) to assess your organisation's suitability to be awarded a place on the Framework.
 - Award – to assess the Most Economically Advantageous Tender (MEAT), taking into account a combination of Quality, Availability Social Value and Price. The top scoring applicants will be considered to have been successful.
- Responses to Selection and Award criteria must be submitted at the same time.

Selection Questionnaire (SQ)

- Assesses capabilities, standing and experience.
- Standard questionnaire used by all Local Authorities.
- Self certification (checked for compliance at the contract award stage).
- Includes insurance requirements:
 - Employer's Liability insurance
 - Public Liability Insurance based on number of bedrooms in the property.
 - Property Insurance (buildings & Contents – to cover all risks

Evaluation – Selection Criteria

- The criteria within this section will be assessed on the basis of Pass or Fail. Torbay Council may exclude any Applicant who fails one or more questions within this section.
- Questions will be evaluated on the basis of your self-assessment as to whether you meet the requirement. A Yes response will be deemed a Pass and a No response will be deemed a Fail.

Evaluation – Award Mandatory Criteria

The criteria in this section will be assessed on the basis of Pass or Fail.

a) Mandatory Requirements (both Lots)

- Torbay Council will exclude any Applicant who fails one or more questions within this section.

b) Discretionary Requirements (Lot 1 Only)

- Torbay Council may exclude any Applicant who fails one or more questions within this section.
- Questions will be evaluated on the basis of your self-assessment as to whether you meet the requirement. A Yes response will be deemed a Pass and a No response will be deemed a Fail.
- Question B2 requires evidence of compliance to be provided. Your written response will be evaluated using the zero to five scoring matrix where a score of three or more will be considered a Pass and a score of two or less will be considered a Fail.

Evaluation – Award Criteria

- Torbay Council will only undertake an evaluation of those Applicants who have satisfied the requirements of Stage One Selection and met any mandatory and discretionary Pass / Fail requirements for Stage Two.
- The Award criteria have been designed to assess the Most Economically Advantageous Tender (MEAT), taking into account a combination of Quality, Availability, Social Value and Price.

Awarding Tier 1 and Tier 2 Places

- The scores for each unit of accommodation will 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.

Awarding Tier 1 and Tier 2 Places (example)

This example is based on a total demand of Four Units.

Applicant	Lot	Unit of Accommodation	Total Score	Ranking	Tiers Awarded
Applicant A	Lot 1	Applicant A Unit 1	80.00%	1 st	Tier 1 and Tier 2
Applicant A	Lot 1	Applicant A Unit 2	78.00%	2 nd	Tier 1 and Tier 2
Applicant B	Lot 1	Applicant B Unit 1	52.00%	6 th	Tier 2 only
Applicant C	Lot 1	Applicant C Unit 1	73.00%	3 rd	Tier 1 and Tier 2
Applicant D	Lot 2	Applicant D Unit 1	67.00%	5 th	Tier 2 only
Applicant D	Lot 2	Applicant D Unit 2	68.00%	4 th	Tier 1 and Tier 2
Applicant E	Lot 2	Applicant E Unit 1	41.00%	7 th	Tier 2 only

Evaluation – Award Criteria

- Pricing – 40.00%
- Quality – 35.00%
- Unit Availability – 15.00%
- Social Value – 10.00%
 - Quantitative – 3.00%
 - Qualitative 7.00%

Evaluation – Award Criteria – Pricing

- Two pricing schedules – Lot 1 & Lot 2
- Complete the correct document for the accommodation being proposed.
- Supply details of :
 - The address and room / unit number;
 - Total weekly cost; and
 - Date available from.
- For Lot 1, please also supply a breakdown of the weekly cost including housing management.

Evaluation – Award Criteria – Pricing

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:

- £60.00 per household per week for self-contained units (regardless of size);
- £30.00 per household per week for HMOs.

Evaluation – Award Criteria – Quality

One question to outline how the accommodation (and management services) you are putting forward will meet the requirements.

Evaluated on a zero to five scoring basis.

Score 5	Excellent	Exceeds the requirement.
Score 4	Good	Satisfies the requirement with minor additional benefits.
Score 3	Acceptable	Satisfies the requirement.
Score 2	Minor Reservations	Minor reservations on the Applicant's ability to satisfy the requirement.
Score 1	Serious Reservations	Major reservations on the Applicant's ability to satisfy the requirement.
Score 0	Unacceptable	Does not meet the requirement.

Evaluation – Award Criteria – Unit Availability

Score 10	Proposed Unit of accommodation will be available during the first month following commencement of the Framework Agreement.
Score 8	Proposed Unit of accommodation will be available between the second and third month following commencement of the Framework Agreement.
Score 6	Proposed Unit of accommodation will be available between the fourth and sixth month following commencement of the Framework Agreement.
Score 4	Proposed Unit of accommodation will be available between the seventh and ninth month following commencement of the Framework Agreement.
Score 2	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.

Evaluation – Award Criteria – Social Value

- Presents the Council with a real opportunity to gain additional social, economic and environmental benefits in addition to the projects themselves.
- We want to use Social Value in our procurement activity to continue building long term partnerships and relationships that improve outcomes in Torbay.

What is Social Value?

- Social Value asks the question: “If £1 is spent on the delivery of services can that same £1 be used to also produce a wider benefit to the community?”
- This involves looking beyond the price of each individual contract and looking also at the collective benefit to the community.

- A process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society and the economy, whilst minimising damage to the environment.

Key Principles – Social Value & Procurement

We cannot mandate bidders to offer social value commitments – but we can consider any offers made in the scoring of tenders.

We can direct bidders to Social Value offers that 'will make the most difference to Torbay'.



Torbay Social Value Policy – Overarching Principle



We want to maximise the Social Value we can secure from our procurement activity and spend.



We want Social Value commitments to provide better local social, economic and environmental outcomes for Torbay.

Social Value Procurement Policy – Key Features

- The use of nationally recognised Themes and Outcomes Measures (TOM's) to measure Social Value contributions (using a framework of TOMs that have been aligned to our organisational strategic objectives).
- A commitment to a minimum 10% scoring value on any procurements over the value of £50,000.
- The process for weighting and scoring Social Value as part of the procurement process (including priority weightings where risks of modern slavery or significant climate impact are identified).
- The responsibility of contract managers to monitor and report on social value outcomes.
- A primary focus on quality rather than quantity.

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Social Value Procurement Policy

What is the TOMs (Themes, Outcomes & Measures) Framework?

- Developed by the Social Value Portal in consultation with National Social Value Taskforce and endorsed by the Local Government Association (LGA)
- First issued in 2017 and updated annually.
- They look to provide a consistent measurement and reporting standard for Social Value.
- The main Framework consists of
 - 5 Themes
 - 20 Outcomes
 - 48 Measures

Torbay TOMs Framework

- Mapped to our corporate priorities including:
 - Community & Corporate Plan
 - Climate Action Plan
 - Corporate Parenting Principles
- Five themes:
 - Jobs
 - Growth
 - Social
 - Environmental
 - Innovation

Ref	Indicators	How will you deliver against this indicator?	Demonstrate how this will be achieved
Theme 1 - Jobs			
NT1	No. of local direct employees (FTE) hired or retained (for re-tendered contracts) on contract for one year or the whole duration of the contract		
NT2	Percentage of local employees (FTE) on contract		
NT7	No. of hours of support into work provided to over 24 y.o. unemployed people through career mentoring, including mock interviews, CV advice, and careers guidance		
FM1	Number of hours of comprehensive training for digital skills development delivered to disadvantaged people (e.g. NEETs, under-represented gender and ethnic groups, sexual minorities, disabled, homeless, rehabilitating young offenders, LTU or elderly people)		
Theme 2 - Growth			
NT1	Provision of expert business advice to VCSEs and MSMEs (e.g. financial advice / legal advice / HR advice/HSE)		
NT1	Total amount (£) spent in local supply chain through the contract		
NT1	Total amount (£) spent through contract with local micro, small and medium enterprises (MSMEs)		
Theme 3 - Social			
NT2	Initiatives taken or supported to engage people in health interventions (e.g. stop smoking, obesity, alcoholism, drugs, etc.) or wellbeing initiatives in the community, including physical activities for adults and children		
NT5	Donations or in-kind contributions to local community projects (£ & materials)		
NT2	No. of hours volunteering time provided to support local community projects		

Theme 4- Environment				
NT3:	Savings in CO2 emissions on contract achieved through de-carbonisation (i.e. a reduction of the carbon intensity of processes and operations, specify how these are to be achieved)			
NT4:	Policy and programme to achieve net zero carbon including monitoring plan with specific milestones			
RE4:	Volunteering with initiatives working on environmental conservation and sustainable ecosystem management - resources invested including time, funds and in-kind contributions			
NT6:	Donations or investments towards initiatives aimed at environmental and biodiversity conservations and sustainable management projects for both marine and terrestrial ecosystems			
Theme 5 -Innovation				
NT5:	Innovative measures to promote local skills and employment to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives, etc.			
NT5:	Innovative measures to promote and support responsible business to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives, etc.			
NT5:	Innovative measures to enable healthier, safer and more resilient communities to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives, etc.			
NT5:	Innovative measures to safeguard the environment and respond to the climate emergency to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from			

How will Social Value be scored?

- Social Value is worth 10% of the scoring overall
 - 3% Quantitative Response
 - 7% Qualitative response
- Details of scoring for Social Value are outlined in sections C4.4 and C4.5 of the Part 1 Information document.

Qualitative scoring example – Social Value

Applicant's score

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

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%

Qualitative scoring – Social Value

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.

Tips for responding to Social Value Questionnaire

- Try to focus on Social Value offers that will make a difference to Torbay
- Be specific about what you are offering
- Make it proportionate to the value of the contract
- Offers should be directly attributable to this contract only (general social value or corporate responsibility initiatives should not be included)
- Anything that is a core requirement of the contract cannot be included as Social Value

Tips for responding to Social Value Questionnaire

- Focus on the quality of your response – Part 8 Social Value Award is structured to help guide you to provide a good qualitative answer
 - How will you deliver against the indicator selected?
 - Demonstrate how it will be achievable
 - Outline what the benefits will be
 - How will you measure the success?
 - What is the quantity/%/value of what you are offering?

Timeline

Procurement Stage	Dates
Sent Call for Competition and Stage One Tender Documents Published	Monday 17 January 2022
Tender Launch Event	Tuesday 25 January 2022 10am – 12pm.
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